



# ABVMA

Alberta Veterinary Medical Association

2022

## Annual Report

# TABLE OF CONTENTS



<b>Greetings from the President.....</b>	<b>4</b>
<b>Greetings from the Interim CEO/Registrar.....</b>	<b>5</b>
<b>Protecting the Public .....</b>	<b>6</b>
2022 Public Members' Message.....	6-7
2022 ABVMA Council.....	8
Council/Association Activities .....	9-14
Practice Inspections and Practice Standards .....	15
The Radiation Protection Program.....	15
FEATURE ARTICLE:	
Addressing Workforce Shortages – An ABVMA Priority.....	16-17
Member and Permit Holder Registration .....	18-19
FEATURE ARTICLE:	
Embracing Equity, Diversity and Inclusion in the ABVMA .....	20-21
Complaints and Discipline .....	22-26
Legislated Committees .....	27
Advisory Committees.....	28
<b>Our Year in Numbers .....</b>	<b>29</b>
Member Statistics .....	30-31
Practice Statistics .....	32
Complaints and Discipline Statistics .....	33-36

<b>Advancing ABVMA's Strategic Plan.....</b>	<b>37</b>
Our Vision, Our Mission, Our Values.....	38-39
ABVMA Strategic Plan.....	40-41
<b>Operations.....</b>	<b>42</b>
ABVMA Office .....	43
Communications .....	44-47
Professional Enhancement.....	48-51
ABVMA Events and Activities Collage .....	52-53
FEATURE ARTICLE: ABVMA Policy Regarding Telemedicine.....	54-55
<b>Celebrating Achievements.....</b>	<b>56</b>
Member Awards .....	57-60
<b>Financial Reports.....</b>	<b>61</b>
Independent Auditor's Report .....	62-68
Notes to Financial Statements .....	69-78

# Greetings from the President



**Daren Mandrusiak,**  
**BSc, DVM**  
President,  
Alberta Veterinary  
Medical Association

## THE PAST YEAR HAS BEEN A YEAR, IN

many ways, of transitioning back to normal. Meetings were often held in person again, and, as President, I even got to shake some hands. Having said that, things are not as they once were. The profession is changing and with it our association is too. Our meeting structure feels a lot like a metaphor for the profession. We find ourselves doing things differently than we used to and finding ways to make it work, recognizing the strength and efficiency this

can bring. Instead of going back to the way things were before the pandemic, we find ourselves constantly asking, well, why not do it differently? Can we make it better? Maybe people are just less afraid of change after emerging from the past two years, with all the challenges that came during that time. In many ways it is probably a good thing; change can be exciting.

Council found itself occupied with some important issues this year. Following up on recent years' successful partnership with UCVm and the Government of Alberta, culminating in the Alberta Budget 2022 funding announcement for UCVm and advanced education, we were faced with the next question: what is the plan while we wait years for these students to graduate? After all, we are still facing an immediate shortage. The answer? Targeted immigration and efforts on retention. Making immigration for qualified veterinarians easier to navigate and more attractive involves continuing to work with our partners in government to help remove inefficiencies and unnecessary hurdles. Reducing attrition and increasing retention in an overworked and stressed-out industry may be even more challenging. A lot of it comes down to the culture in the industry. ABVMA's "Help your Vet Help your Pet" and "Every Name Deserves Care" campaigns were aimed at increasing awareness around the workforce shortage in veterinary practices to help build understanding with the public. Equity, Diversity and Inclusion (EDI) also continues to be an area of focus around an increasingly diverse Council table. The expanded focus around this initiative, and with ideas coming forward from the new EDI Advisory Committee, hopefully will help us

develop a stronger, more inclusive profession where everyone feels respected and welcomed.

While it seems that as of late everything Council and the association does is focused on the workforce shortage, it is important to remember our regulatory responsibilities. Protecting the public is the primary objective of the association. But protecting the public is more than just registering and disciplining members. Frankly it could include a focus and attempt to help solve the workforce shortage. Or it could involve creating more up-to-date and informed guidelines around topical issues such as telemedicine. Over the last year a Committee of Council worked extensively on a new Veterinarian-Client-Patient Relationship (VCPR) Professional Standard and updating the Telemedicine Professional Standard. Finding a way as a regulator to acquire balance between a set of rules that protects the public but does not hinder progress is a tough tightrope to walk. We know that we have innovative groups in this field within our province. While we want to protect the public, we don't want to hamper innovation that can improve access to care for our patients or retention and quality of life for our professionals. I am confident that these new policies help keep the ABVMA at the forefront of regulators of veterinary medicine in the country.

It has been an exciting year, with lots of ups and downs, some new challenges and some anticipated challenges that never materialized. Our profession continues to amaze me; the people in it are resilient and compassionate. They care about pets, and they care about people. I look forward to seeing the exceptional things that get done in the next year.

## COUNCIL, STAFF AND COMMITTEE

volunteers work with stakeholders to advance strategic initiatives, meet our legislated obligations under the *Veterinary Profession Act* (VPA) and advance the veterinary profession, all to the benefit of the public interest.

Underpinning our work to regulate veterinary medicine is a dedication to supporting veterinary professionals and their teams in practice. Without sustainable practices and healthy members, the public and profession are at risk. Frontline veterinary practices continue to work tirelessly to meet challenges in practice and the increasing demand for veterinary services. As society needs and tries to move on from the pandemic, we know there are substantial lingering impacts to veterinary practice. ABVMA support of members and practices ultimately ensure access to quality veterinary medical services. This is the ABVMA Vision: Healthy animals and people in a healthy environment.

Veterinary medicine is a vital profession that touches many areas of Albertan's lives, from compassionate care for companion animals to ensuring food safety and security and protecting public health. We do not accomplish our goals alone; collaborating with interested organizations is essential.

2022 presented many challenges, most notably workforce shortages, increasing costs and inflation. Notwithstanding, we saw great strides in advancing ABVMA strategic initiatives, most notably in the form of a generational investment in veterinary education by the Government of Alberta.

This unprecedented investment addresses but one of the pathways to workforce shortage issues. ABVMA and collaborators

are also working on immigration initiatives including recruitment and identifying barriers to immigration and establishing veterinarians in practice in Alberta, especially in rural municipalities.

The high rates of attrition from clinical practice for veterinarians and veterinary technologists must be addressed. ABVMA is committed to providing member wellness supports. Council invested in a public communication campaign, Every Name Deserves Care. The objectives of the campaign were to inform the public about the realities of practice and what they can do to help their veterinary practice provide care for their animals.

There is ongoing work on policy development including a new Continuing Professional Development Program, an extensive review and update to policy on telemedicine, a new Veterinarian-Client-Patient Relationship (VCPR) Professional Standard, updated Delegation of Veterinary Medicine Professional Standard.

ABVMA cannot make progress and achieve objectives without the generous volunteers on committees and Council. The work of the legislated committees that fulfill legislated responsibilities and the advisory committees are essential, and we thank and recognize members for their contributions. The members of the complaints and disciplinary committees serve a vital role in the administration of the legislated complaints process. The VPA requires reporting of complaint related matters to the Minister, and we are pleased to provide a detailed report herein.

Our long-time colleague Dr. Darrell Dalton resigned from the position of Registrar of the ABVMA on Jan. 9, 2023. Dr. Dalton worked for the ABVMA for sixteen years, serving as

## Greetings from the Interim CEO/Registrar



### Phil Buote, DVM

Interim Registrar/CEO and  
Complaints Director  
Alberta Veterinary Medical Association

A handwritten signature in black ink, appearing to read 'Phil Buote'.

Assistant Registrar from 2006 to 2013 and then as Registrar and CEO. I will take this opportunity to thank Dr. Dalton for his steadfast service to the association and for his commitment to veterinary medicine. His dedication to representing veterinary professionals on behalf of the association was unwavering throughout his tenure.

We are pleased to provide the 2022 ABVMA Annual Report of our progress on strategic initiatives to advance the veterinary profession in the public interest.

# PROTECTING THE PUBLIC



**IN 2022, THE PUBLIC MEMBERS ON ABVMA** Council, as appointed by the Government of Alberta, were Ross Plecash and Mick Howden.

Council has maintained focus on several high-priority issues over the past 12 months, including:

- **Workforce shortages:** one of the fiscal year's most important efforts, in close partnership with the University of Calgary, Faculty of Veterinary Medicine (UCVM) and ABVTA, was the submission to the Government of Alberta of the significant research undertaken concerning workforce shortages within veterinary medicine (both veterinarians and veterinary technologists), including an Economic Impact Assessment of the value of the veterinary profession within Alberta, to drive the point home. The joint effort produced an approximately \$60 million pledge (over several years) to allow for an increase in the number of veterinary student seats at UCVM from 50 to 100 students. This was a key milestone in the 10-point plan of attack that resulted from the ABVMA's research work completed from 2020 through 2022.
- **Continuing Professional Development:** the simple objective is to continuously improve the profession, for both veterinarians and technologists. The ABVMA has asked for and received much feedback concerning

# Public Members' Message

the new program being developed, i.e., what it should contain and look like. ABVMA Management has received both encouraging and cautionary responses, and all are being given careful thought. Council remains keen to ensure that the new program is widely accepted and achieves the desired result of improved competency in its membership.

- **Governance:**

Several years ago, Council recognized that it would be beneficial to improve its overall governance, as well as look for ways to develop the skills of the individual Council members. By so doing, this would strengthen the ABVMA. This year Council received training in several areas (e.g., Risk Mitigation), raising Council members' awareness level with regard to their responsibilities to all stakeholders.

Strategic planning has developed from an annual event to a continuous process throughout the year. This year, it was discussed at Council that more emphasis should be placed on engaging the leadership group (comprised of members of both legislated and advisory committees). These are active volunteers within ABVMA and are important to the organization. Council recognizes their value and intends to optimize the feedback received from their participation in the strategic planning process.

**Financial reporting:**

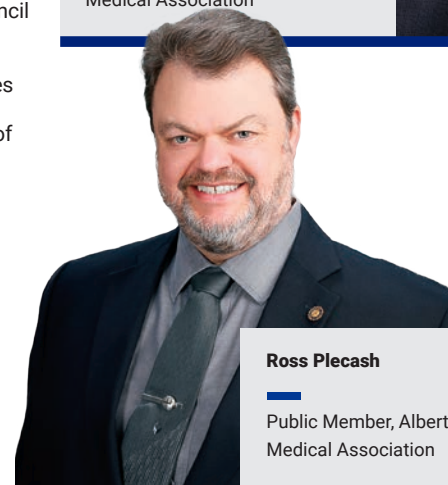
Council takes the financial well-being of the association very seriously. Council's Audit and Risk Committee requested increased professional oversight of its accounting function, so that the financial statements Council members review are simpler and more accurate and, as a result, better reflect the true financial status of the organization throughout the year. To achieve this, a contract Chartered Professional Accountant (CPA) now provides several hours of oversight each month, in addition to the day-to-day work produced by the association's bookkeeper.

From our perspective, as Public Members appointed to Council, we are very supportive of the wide-ranging changes introduced by Council this year. As well, we are impressed with the level of debate and consideration given the many important topics that Council addresses throughout the year. Topics brought before Council are thoroughly addressed on behalf of all stakeholders.



**Mick Howden**

Public Member, Alberta Veterinary Medical Association



**Ross Plecash**

Public Member, Alberta Veterinary Medical Association



## 2022 ABVMA Council

**Back row left to right:** Dr. Kirsten Aarbo, Mick Howden, Dr. Darrell Dalton, Tracey Ruzicka, RVT, Sarah Golinowski, RVT, Rhonda Browning, RVT, Dr. Pat Burrage, Dr. Renate Weller

**Front row left to right:** Dr. Jonathan Leicht, Dr. Jami Frederick, Dr. Daren Mandrusiak, Dr. Lindsey Kurach, Dr. Natasha Kutryk

**Missing from photo:** Dr. Chris Berezowski, Dr. Serge Chalhoub, Dr. Keith Lehman, Dr. Christy Leslie, Dr. Gillian Muir, Ross Plecash, Dr. Noel Ritson-Bennett





# Council/Association Activities

## Stakeholder Engagement

ABVMA strategic planning identifies a number of objectives, one of which is to “engage with organizations on issues pertinent to the association.” This objective is accomplished on many fronts, and strong relationships have been formed and maintained with collaborating organizations.

The relationship between an educational institution such as the University of Calgary, Faculty of Veterinary Medicine (UCVM), and a professional association is vital as the graduates will become members of the profession. ABVMA is delighted with the strong working relationship that was quickly established late in 2021 and further developed during 2022 with Dr. Renate Weller, Dean of UCVM.

Dr. Weller sits on Council as an ex-officio member of Council and is a regular and active participant in the meetings.

The collaboration between UCVM, ABVMA and Alberta Veterinary Technologist Association (ABVTA) was successful in securing an unprecedented investment in veterinary education by the Government of Alberta (GoA). While this is a keystone solution to addressing the workforce shortage crisis, we are committed to continue to collaborate on other pathways. These include solutions to increase attraction of veterinary professionals to Alberta through immigration and bridging programs and support the retention of veterinary professionals in clinical practice and the profession.

ABVMA, ABVTA and Alberta’s technical colleges work together to increase opportunities for Alberta students to pursue a career as a veterinary technologist or practice support staff. ABVMA and ABVTA participate in Program Advisory Committees of the four technical colleges in the province graduating animal health technologists.

The GoA remains an essential partner of the ABVMA. In 2021 and early 2022, we worked closely to highlight the critical shortages of veterinary professionals in the province and the importance of working together to correct this problem. The government’s response was the investment in veterinary education announced in the 2022 Budget, which will help protect future Albertans from the affects of an ongoing shortage.

ABVMA has also been engaged with the GoA elected and department officials in their development of the *Professional Governance Act*. We have provided feedback and will continue to work cooperatively with the GoA should the Act be passed, to ensure that ABVMA is supported with sufficient resources and time to comply with the new legislation. We look forward to being advised of the details of any changes to the proposed Act from what was tabled in 2022.

ABVMA has been working with municipalities and the Rural Municipalities of Alberta (RMA). The RMA resolution “3-22S Attraction and Retention of Veterinarians to Rural Veterinary Practice” approved at the spring convention in 2022 was critical to support the UCVM, ABVMA, ABVTA proposal to

government for investment in veterinary education. ABVMA and UCVM met with representatives from the RMA in 2022, and additionally presented to the RMA Board of Directors. Access to veterinary care in rural areas is a concern for municipalities and rural producers. ABVMA will continue to work with RMA on solutions to the workforce shortage, and specifically identify and address support necessary for new graduates and immigrant veterinarians locating in rural municipalities.

ABVMA also works closely with several commodity groups throughout the year. Prior to COVID-19, ABVMA executive began meeting in person with executive of Alberta Beef Producers (ABP), and in 2022 we were able to resume these in-person meetings. The veterinary profession workforce shortages impact producers and commodity groups. ABP is concerned with access to veterinary care by producers, particularly in rural areas, use of telemedicine and technologists to provide service and capacity for foreign animal disease response. ABVMA is pleased to continue to work with ABP on these important issues.

ABVMA maintains a valued relationship with the ABVTA. A delegate from the ABVTA Board of Directors sits as an ex-officio member of Council and a representative from Council attends ABVTA Board of Directors meetings. In addition, quarterly joint executive meetings are held to ensure open lines of communication between the organizations. There exists a good two-way exchange of information between the two organizations, and we share

## 

multiple events together. The ABVMA was one of the first veterinary professional regulatory organizations to amend legislation that includes technologists as full voting members of the profession. This relationship has been mutually beneficial and is vital to the veterinary profession. Alberta is a leader among veterinary professional associations in collaboration between veterinarians and technologists.

ABVMA is a committed supporter of the national organization, the Canadian Veterinary Medical Association (CVMA). The CVMA is the national and international voice of the veterinary profession for all issues affecting the profession. A representative appointed by ABVMA Council, Dr. Kirsten Aarbo, sits on the CVMA Council to bring issues from our province to the CVMA. ABVMA and members benefit from CVMA position statements, animal welfare initiatives and wellness supports. ABVMA is collaborating with CVMA on the national response to the workforce shortage crisis, participating in the CVMA Workforce Summit and sharing resources to advance solutions. ABVMA enjoys a close working relationship as an organizational member of the CVMA, which provides membership for all veterinarians in Alberta.

The Canadian Council of Veterinary Registrars (CCVR) is a Council of the Registrars from all 10 provinces. This group is a forum to discuss and advance issues that affect the practice of veterinary medicine in Canada, such as the expansion of pathways towards registration, national standards for registration, workforce shortages, telemedicine, access to after-hours care and professional competency. The CCVR participated in the development of the North

American Essential Competency Profile for Veterinary Medicine, which has been recently released. Further work is underway by the American Association of Veterinary State Boards on a tool kit for regulatory bodies for use of the profile.

Another ABVMA objective is to “promote animal health and welfare.” This is accomplished through maintenance of good working relationships with multiple animal welfare organizations, including humane societies and rescue organizations. Many of these organizations have inspected and certified veterinary practice entities within their facilities to provide care to animals in their custody. These facilities must comply with the standards and regulations of the ABVMA and are inspected and certified to meet the standards.

The enforcement of animal welfare legislation, including the provincial *Animal Welfare Act* and the Criminal Code of Canada is by organizations that have Peace Officer as well as municipal police forces that have dedicated animal investigation units. ABVMA works with Alberta SPCA, City of Edmonton Animal Care and Control, Calgary Humane Society, Edmonton Police Service and Calgary Police Service to help understanding of the role of veterinarians in addressing animal abuse and neglect and actions necessary to relieve animal distress.

In addition, the ABVMA is a member of Alberta Farm Animal Care (AFAC) and the ABVMA Registrar sits as a member of the AFAC Board of Directors. Through this organization, the Registrar also sits on the executive of the National Farm Animal Care Council.

## ABVMA Governance

Governance of the ABVMA follows a Carver model, where an elected Council of members with public member oversight directs and protects the association. Council regularly receives governance training and addressed several governance issues this past year following a session with Jim Brown of Strive Consulting in October 2021. In 2022, an in-depth onboarding process was initiated to assist new Council members integrate into Council at a more rapid rate. The process was expanded from a single afternoon meeting to several sessions spanning two Council meetings and assigning experienced Council members to each new Council member as a mentor.

Arising from the Jim Brown session, Council appointed a Governance Task Force. The mandate of the Task Force was to “research options for legislative amendments regarding ABVMA Council and present options to Council. This includes composition of Council, Council member term including second term and executive track, the process for nomination and selection of Council members, regional representation including current electoral regions and districts and Council member honourarium.”

Council received recommendations in November 2022 and approved four of the six recommendations and will continue to study two others. These recommendations will require Bylaw changes that will provide opportunity for member engagement, consultation and feedback.

Discussions around Council member attendance at advisory committee meetings were held. It was decided by Council that a

Council Representative would continue to attend these meetings; however, rather than reporting to Council, the advisory committees will now report to the Registrar, as many recommendations are operational in nature. The Registrar then brings necessary items, including required research and information, to Council when necessary. It was also decided that Council supports the engagement of individual members from the Leadership Group to be engaged in topics and issues outside the normal committee meetings. An example of this would be working on a task force pertaining to a specific subject.

Council reviewed the Committee Terms of Reference for the advisory committees and made amendments to them. The amended Terms of Reference were approved in April 2022.

Council discussed and approved an annual cycle for conducting the Strategic Planning Process that will engage the Leadership Group members and provide opportunities for Council to identify priorities that require budget considerations.

Council reviewed, amended and approved the Financial Guidelines as published on the ABVMA website.

Council approved the expenditure of \$30,000 to conduct an Equity, Diversity and Inclusion survey of the ABVMA membership.

Council approved the 2022-2025 Strategic Plan at the August Council meeting.

Council directed staff to prepare a resolution on veterinarian member restricted registration categories that would amend the Veterinary Profession General Regulation and ABVMA Bylaws. Such a resolution would be approved

in principle to guide the development of both regulation and ABVMA Bylaw amendments. The resolution will be to amend the legislation to streamline the restricted registration of veterinary graduates from non-accredited colleges registered in the National Examining Board (NEB) process and accommodate candidates entering the NEB clinical year option to acquire a certificate of qualification.

Council reviewed and approved the Veterinarian-Client-Patient Relationship (VCPR) – Professional Standard, and the Telemedicine – Professional Standard.

## Council Task Forces

ABVMA Council is responsible for establishing regulations and bylaws. Council also develops policy documents to provide direction and guidance to members in the practice of veterinary medicine. These policy documents support quality practice. While many of these are called “Guidelines” or “Policy,” they represent the acceptable professional standard for the practice of veterinary medicine and members are expected to meet the obligations set out. Council is transitioning to using the term “Professional Standard” when reviewing existing policies related to practice.

## Governance Task Force

Council undertakes periodic Governance training and met with Jim Brown of Strive Consulting in October of 2021. Arising from that session, Council struck a Governance Task Force to examine current Council structure and function and make recommendations to Council.

The mandate of the Governance Task Force was regarding five governance issues related to Council. The reason for the task force was to modernize the governance of the ABVMA to current standards. The issues identified were:

1. Composition of Council including:
  - a. number of Council members, number of veterinarians, veterinary technologists and public members on Council
  - b. ex-officio members of Council including representation of associations (Edmonton Association of Small Animal Veterinarians, Calgary Academy of Veterinary Medicine)
2. Council member terms including second term and executive track
3. Process for nomination and selection of Council members including:
  - a. Council member candidate recruitment
  - b. Council member candidate qualification and experience
  - c. election or appointment of Council members
4. Regional representation including current electoral regions and districts
5. Council member honourarium

The task force met for the first time on July 7, 2022, and made their recommendations to Council at the November meeting. A summary of their recommendations were:

1. that the number of voting Council members remain between 9 and 12.
2. maintaining the current ex-officio positions on Council with no additional positions.

## Council/Association Activities Continued

3. that Council add the position of President Elect to the Council Executive to provide increased continuity of the Executive Council and prepare the President for their term.
4. that the process for selection of members of Council be by appointment based on a clearly articulated set of criteria and competencies.
5. that the current structure of Council based on regional representation be abandoned.
6. made no recommendations to Council regarding an honourarium to be paid to Council members.

Council approved recommendations 1, 2, 3 and 5 with more work needing to be done around recommendation 4 and 6.

These recommendations and the resulting direction established by Council will inform future bylaw amendments. ABVMA Bylaws do not come into force until approved by voting members.

### Telemedicine Policy Research Committee

Council established a Committee of Council, the Telemedicine Policy Research Committee in October 2021. The committee met monthly by videoconference and in person to review and discuss policy options related to telemedicine. The discussions went to many related topics including establishing a veterinarian-client-patient relationship, telerriage, supervision including telesupervision, interjurisdictional practice, and the requirement that telemedicine be provided out of or in conjunction with a veterinary practice entity.

The committee presented to Council a proposed new Telemedicine - Professional Standard and Veterinarian-Client-Patient-Relationship (VCPR) – Professional Standard for consideration at the November Council meeting. These professional standards were approved by Council, and notice was provided to members. The professional standards are posted on the ABVMA member portal. These professional standards maintain the substantial features of establishing a VCPR while expanding the permitted use of telemedicine to support access to veterinary services while protecting the public interest in this emerging area of practice.

### Social Media Committee

In August, Council established a committee to review the current ABVMA social media strategy, including the public facing and member outreach.

This work is ongoing and is expected to contribute to an over-arching ABVMA communications gap-analysis and strategy development.

### Roles of RVTs, Students and Unregistered Auxiliaries Task Force

In 2022, a task force was formed to review the current ABVMA Council Guidelines for the Roles of RVTs, Students and Unregistered Auxiliaries.

The task force included Council members, representatives of the ABVTA and received input from Alberta technical colleges offering programs in animal health technology.

The work of this task force was to review the document with a shift to promoting expanded engagement of veterinary technologists in practice. This included consideration of moving away from a list of specific individual tasks, recognizing that no list of tasks will ever be complete, to highlight the permitted scope of what may be delegated to a veterinary technologist under the legislation, provided certain conditions to protect the public interest are met.

The new Delegation of Veterinary Medicine – Professional Standard and the accompanying resource document, are in final review by ABVMA Council and the ABVTA Board of Directors.

## Continuing Professional Development

All professional regulatory bodies have an obligation to the public to ensure registered members continually update their knowledge and skills to remain current in their field.

ABVMA and ABVTA have historically required continuing education hours for veterinarians and technologists. The Continuing Education Guidelines were last reviewed and updated in 2012.

During 2021, Council directed staff to prepare a draft to update the Continuing Education Guidelines (2012). Council provided direction to move from an “input-based” program, such as the existing Guidelines requiring a designated number of hours per year, to an “outcomes-based” program of planning and reflection on the activity and the impact on a member’s practice.

A new Continuing Professional Development (CPD) Program was circulated to the advisory committees. All feedback from the committees was reviewed by Council and incorporated into an updated CPD Program.

Council considered a proposed plan for implementation and agreed that further engagement of members through consultation and feedback was required. Council also recognized that a phased-in approach to implementation may be necessary to gain compliance of the membership. A draft version of the CPD Program and supporting documents including an interpretation document and an FAQ document were approved by Council for member comment and feedback on the ABVMA Member Forum from July through September 2022. These have been updated with member feedback and additional information including sample CPD Plans and reflection. These will be provided to members to support a Post-AGM Discussion to follow the 2023 Annual General Meeting. This will allow the membership an additional opportunity to have input into the CPD Program.

## Policies and Documents Approved by Council in 2022

- 2022-2025 Strategic Plan
- ABVMA Strategic Planning Process
- 2022 Financial Guidelines
- Leadership Team and Advisory Committee Terms of Reference
- Alberta Veterinary Profession Companion Animal Emergency Response Plan
- Telemedicine – Professional Standard

- VCPR – Professional Standard
- ABVMA Dues Deferral Policy
- ABVMA Member Advisory – Cannabis

## 2022 Annual General Meeting Resolution

The 2022 Annual General Meeting (AGM) was held virtually on Feb. 27, 2022, due to the ongoing pressures of COVID-19.

A Council resolution was presented to amend the expiry date of the Veterinary Profession General Regulation from March 31, 2022, to March 31, 2027.

This resolution arose at the request of the Government of Alberta to ensure that the relevant legislation remained in force. There was no process undertaken for review or opportunity to make other amendments to the General Regulation. This resolution was a “housekeeping item,” and the resolution passed unanimously.

## Government and Stakeholder Relations

ABVMA has invested significant resources including staff and Council member time to establish and grow relationships with affiliated organizations. These include educational institutions, veterinary practices, governments at the provincial and municipal level, producer organizations, corporate ownership groups, and national veterinary organizations. These organizations share the ABVMA’s interest of advancing veterinary medicine in Alberta.

This investment of time and resources into activities that support relationships are critical to advance ABVMA strategic initiatives. Council recognizes that government relations work has contributed to many ABVMA successes and will continue to prioritize government and stakeholder relations as a core ABVMA activity.

## Professional Governance Act

In the March-April 2022 *Members’ Magazine*, the Registrar reported to the membership that changes were anticipated from the government to amend the criteria that Professional Regulatory Organizations (PROs), such as the ABVMA, would use to consider new registrations, as well as establishing a process and requirements for reviewing existing registrations. These changes were a result of the government’s Red Tape Reduction plan, and their commitment to reduce red tape, attract investment and address labour market needs.

At the time, the then unnamed Act was intended to merge 22 non-medical PROs regulated under nine separate Acts under one larger overarching Act. The government’s





## Council/Association Activities Continued

intent was to increase the authority and autonomy of the PROs over their respective professions and give each PRO an improved responsiveness to their changing needs. Once passed, a Regulation would be developed, and each affected profession would then be required to rewrite bylaws to be in alignment with the new Act and Regulation.

The ABVMA has requested to not be included in this legislation, as the association was meeting the obligations set out under the *Veterinary Profession Act* and General Regulation and the legislation was working. Despite the request, ABVMA was and remains committed to working to implement the new legislation with government. The new Act was introduced on May 2, 2022, as Bill 23: *Professional Governance Act*.

Upon review of the proposed Act and in communication with the Minister, ABVMA once again requested that the veterinary profession not be included under the *Professional Governance Act* and reconfirmed that the association will work cooperatively with government to implement the Act when passed.

ABVMA further set out the need for resources and support from department officials to ensure compliance. ABVMA was clear that sufficient time will be required to draft bylaws and consult with members. The proposed Act also requires rules of professional conduct and code of ethics which will need to be drafted and will change the process for receipt and determination of complaints. Complaint processes will need to be developed and personnel, many of whom are member volunteers, will need to be trained. ABVMA requested sufficient and time

and resources to implement the proposed legislation.

Bill 23 passed first and second reading but did not receive a third reading before the government rose for the summer.

When the government sat again in the legislature in late fall, Bill 23: *Professional Governance Act* was not on the agenda. Our current understanding is that the *Professional Governance Act* is still a priority for the Minister, and we should anticipate its reintroduction in the spring of 2023.

ABVMA will wait to examine the re-introduced legislation. Once passed, regulations will need to be developed and there will be work to do on drafting bylaws and developing processes to comply. Members will be kept informed of any developments related to introduction of the *Professional Governance Act* and resulting changes to ABVMA bylaws and processes. The Registrar reported the salient features of the proposed Act to the membership in the July-August 2022 Registrar's Report in the *Members' Magazine*.

## Labour Mobility Act

In addition to the Alberta government's investment in veterinary education at post-secondary institutions, the passing of legislation in December 2021 impacted activities on the ABVMA in 2022. The *Labour Mobility Act* received royal assent in the Legislative Assembly of Alberta on Dec. 2, 2021.

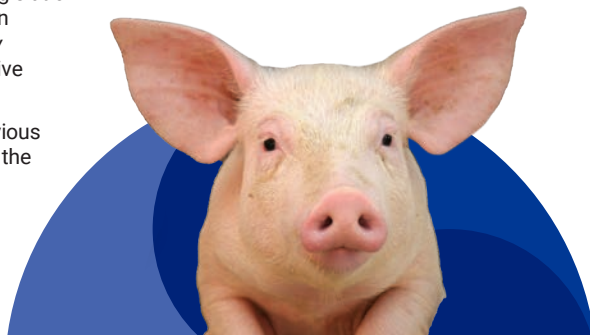
ABVMA has been engaged with the previous Ministry of Labour and Immigration and the

new Ministry of Skilled Trades and Professions to ensure that the ABVMA is compliant with both the *Fair Registration Practices Act* and the *Labour Mobility Act*.

The *Labour Mobility Act* helps support the seamless movement of out-of-province certified professional workers to Alberta to meet the province's labour needs and spur Alberta's economic recovery and future growth. The legislation introduces uniform legislative requirements for regulatory authorities that govern over 100 regulated occupations in Alberta, including veterinarians and veterinary technologists.

ABVMA must balance our legislated responsibility to regulate in the public interest with reducing barriers to qualified applicants wanting to enter the profession in Alberta.

While we are confident that qualified veterinary professionals seeking licensure with the ABVMA do not experience unnecessary delays in registration, ABVMA will continue to work with government department officials to ensure ABVMA is in compliance as the *Labour Mobility Act* regulations come into force.





# Practice Inspections and Practice Standards

Practice Inspections and Practice Standards (PIPS) is responsible for inspecting all veterinary practices in the province to ensure they meet or exceed ABVMA standards. Regular inspection and annual self-evaluation of veterinary facilities ensures compliance with accepted practice standards and protects the public interest.

The PIPS Committee is the legislated committee given authority under the Veterinary Profession General Regulation to certify veterinary practice entities (VPEs) as being compliant with the minimum standards established by the PIPS

Bylaw. These standards provide assurance to the public that VPEs in Alberta meet acceptable standards.

All VPEs are inspected every third year on a rotational basis. During the time period Nov. 1, 2021, to Oct. 31, 2022, 312 inspections were undertaken. Twenty-three new VPEs were approved, and each of these require passing pre-opening and post-opening inspections. Fourteen other inspections occurred – 12 after renovations or a location change and two practices that reopened.

Beginning in 2022, the *Certificate of Quality Assurance* (QA certificate) is issued after the successful completion of an ABVMA PIPS inspection which occurs every three years. Previous to this year, this certificate was issued annually. Issuing the certificate after a successful PIPS inspection more closely aligns with the wording and intent of the ABVMA Bylaws.

All practices must complete a Quality Assurance Self-Verification Guide annually, indicating that they are maintaining PIPS standards.

## The Radiation Protection Program

As of Dec. 1, 2021, the Alberta *Radiation Protection Act* and its regulations moved into the *Occupational Health and Safety (OHS) Act* and Code to align radiation laws with other workplace health and safety laws. Under the OHS Act, the ABVMA is designated as an Authorized Radiation Health Registration Agency for veterinary diagnostic imaging equipment and class 3b/4 lasers in the province of Alberta. In this role, ABVMA responsibilities include issuing registration certificates for equipment, compliance monitoring and verification, and suspension or cancellation of registration certificates for equipment that is not compliant. Equipment must be inspected by an Authorized Radiation Protection Inspection Agency (ARPIA) upon installation and before use, when relocated or modified, and then every five years.

The ABVMA Radiation Protection Program currently certifies 410 fixed X-ray machines, 146 portable X-ray units, 361 intra-oral dental X-ray units, 12 other diagnostic units (CT/Fluoroscope/C-Arm) as well as 196 class 3b/4 lasers in Alberta VPEs.

In 2022, the ABVMA developed a series of training videos on quality control tests and reviewed and updated the ABVMA *Radiation Protection Program Manual*. The videos clarify expectations for quality control testing of X-ray units and are intended to support veterinary practices.

The 16-video series includes:

- Collimator Alignment Test
- Minimum Collimation Test
- Stepless Adjustment of Field Size
- Collimator Light Visibility
- Perpendicularity of Light Beam

- Source Image Distance
- Collimator Indicators Are Accurate
- Tube, Table and Tube Stand Stability
- Intro to PPE Testing
- Annual testing of protective lead aprons
- Annual testing of protective lead thyroid shields
- Annual testing of protective lead gloves
- Dental Arm and Tube Head Stability
- Repeat Reject Analysis
- Generator Testing (informational only, performed by radiation service company)
- General Radiation Safety (for all veterinary staff that help with X-rays)

The goal of quality control testing is to ensure equipment and protective clothing are performing as expected to limit any unnecessary exposure to patients and the veterinary team.

## Addressing Workforce Shortages – An ABVMA Priority

**Phil Buote, DVM, Interim Registrar/CEO  
and Complaints Director  
Alberta Veterinary Medical Association**

*Ongoing advocacy and partnership in 2022 results in generational investment to the public education of the veterinary professionals, actions to improve immigration for veterinary professionals and professional actions to improve workforce retention.*

### The Issue

Alberta faces a shortage of veterinarians and veterinary technologists, which has become an increasing problem over the years, impacting both rural and urban areas. In recent years this Alberta veterinary professional shortage has been compounded by Canadian and global veterinary professional workforce shortages. Addressing this issue has been a 2021-2022 strategic priority for the Alberta Veterinary Medical Association (ABVMA) Council.

From 2019 to 2022, the workforce shortage reached a crisis level, leaving veterinary practices challenged to meet the demand for service. This crisis was driven by a number of factors including increasing demand for services, inefficiencies in practice to accommodate COVID-19 protocols including social distancing and stress and burnout leading to attrition from clinical practice.

### Pathways to Addressing the Problem

The April 2021 Professional Workforce Project (sponsored by ABVMA, ABVTA and the Government of Alberta) together with the

December 2021 Economic Impact Assessment of the Veterinary Medical Sector in Alberta, provided updated data on the state of Alberta's workforce shortages and the significant impact of the veterinary profession on the Alberta economy. Total direct, indirect and induced economic output of the veterinary sector in Alberta is estimated at \$2.021 billion. Throughout 2022, ABVMA worked with stakeholders to identify and gain support for action in three priority pathways: investment in veterinary profession education in Alberta, improvements to immigration and improvement to professional retention.

### Key Actions: Generational Investment to Public Education of Veterinary Professionals

On Feb. 24, 2022, the Honourable Travis Toews, President of Treasury Board and Minister of Finance, announced that the Government of Alberta, as part Budget 2022, will be providing direct investment of \$67 million over three years to the Faculty of Veterinary Medicine at the University of Calgary (UCVM) for targeted enrolment expansion and infrastructure expansion. The ABVMA was pleased to be part of the government announcement on May 10, 2022, at the UCVM where ABVMA Vice President Dr. Natasha Kutryk provided remarks at this with Premier Kenney, Minister of Advanced Education the Hon. Demetrios Nicolaides, Minister of Agriculture, Forestry and Rural Economic Development, the Hon. Nate Horner, MLA Jackie Lovely (Camrose) and Dr. Renate Weller, UCVM Dean. This funding was

historic, providing needed enrolment expansion for veterinarians by doubling the number of seats for veterinary education at UCVM from the current 50 to 100 over the next three years.

Budget 2022 also included unprecedented funding for veterinary technologist education accessible to colleges offering animal health technologist programs. ABVMA was also pleased to be part of the government announcement at Lakeland College. Budget 2022 provided a bold and decisive investment in veterinary medicine that will bolster enrolment of Alberta students in veterinary medicine programs leading to improvement in the health and welfare of animals, our professionals and the economic health of Alberta.

The investment by the Alberta government was the result of significant collaboration between the ABVMA, UCVM, ABVTA, municipalities, industry organizations, Government of Alberta officials, including ministry officials, post-secondary technical colleges and individual veterinarians and veterinary technologists. ABVMA was very pleased to receive the support from the Rural Municipalities of Alberta (RMA) who passed a resolution that supports continued public investment to veterinary education. This resolution was the first since RMA supported the establishment of UCVM in 2005.

### Key Actions: Targeted Immigration Attraction

Further investments for targeted immigration attraction streams to rural Alberta will also help to address workforce shortages while

positioning Alberta as a place welcoming the best veterinary talent. ABVMA was actively exploring opportunities to bring internationally trained veterinarians to Alberta, including engaging with Government of Alberta department officials and UCVM on funding for initiatives to recruit veterinarians internationally. Discussion with Alberta veterinarians and practice staff on the challenges of immigration commenced and will continue into 2023. ABVMA supported the UCVM initiative to provide bridging programs and stackable certificates that lead to full credentials for international veterinarians. These initiatives will build professional capacity, especially in rural Alberta.

Council also began work on a resolution to amend legislation on the categories of registration of internationally trained veterinarians. These categories of registration permit veterinarians who are not fully credentialed to engage in practice to gain experience to support them as they work towards becoming fully credentialed. Changes will reduce barriers for veterinarians navigating the process.

## Key Actions: Improving Professional Retention

In addition to increasing the supply of veterinary professionals through education and immigration, sustainable solutions to resolve the workforce shortage must include addressing the high rates of attrition.

The profession has a number of initiatives aimed at retaining veterinary professionals in

clinical practice and in the profession. ABVMA is supporting members and practices to create a culture that retains veterinary professionals in clinical practice. Council is supportive of current plans to assemble a tool kit of resources for practices to improve practice culture.

Registered veterinary technologists (RVTs) are a vital part of the veterinary team making the high attrition rates of that profession concerning. Increasing RVT engagement in practice and making full use of their skills and attributes enhances the work of the veterinarian and clinic practice. It will also enhance engagement of the RVT and improve retention rates.

Veterinary practice is fast paced and often stressful. ABVMA has provided a Member Wellness Program to support member mental health. Stress, compassion fatigue and burnout are all too common for veterinary professionals. ABVMA commenced a review of the current wellness offerings to ensure they meet the needs of our members with an aim to reduce attrition from clinical practice.

ABVMA Council and staff have committed to continually reviewing and updating policies to remain relevant, continues to protect the public interest and supports members and practices. Policy reviews related to telemedicine, delegation of veterinary medicine to veterinary technologists, and management of medical records are intended to ensure policies remain aligned to the realities of the practice of veterinary medicine in Alberta.

## In Review and Moving Forward

The solutions to veterinary workforce shortages are complex and multi-dimensional. 2022 saw generational government investment to post-secondary veterinary education in Alberta; brought new collaborations for the profession with post-secondary institutions, municipalities and producer and industry associations; and it saw new initiatives that will improve immigration and professional retention in practices. The ABVMA will continue to be an advocate for the veterinary profession, which will continue to be in demand and contributing to the health and economy of Alberta for decades to come.

Photo: Government of Alberta funding announcement at UCVM on May 10, 2022

From left to right: Hon. Demetrios Nicolaides, Minister of Advanced Education; Dr. Renate Weller, Dean, University of Calgary, Faculty of Veterinary Medicine; Hon. Nate Horner, Minister of Agriculture, Forestry and Rural Economic Development; Dr. Natasha Kutryk, Vice President, Alberta Veterinary Medical Association; Dr. Gordon Atkins, UCVM professor (with cow); Hon. Jason Kenney, Premier of Alberta; Jackie Lovely, MLA (Camrose).



# Member and Permit Holder Registration

## Registration Committee

Registration of applicants as veterinarians and veterinary technologists is a core function of the ABVMA. Ensuring that all applicants meet the requirements for credentials, education experience and moral character as set out in the legislation is vital to protection of the public interest.

The *Veterinary Profession Act* (VPA) requires that Council shall establish a Registration Committee. The Registration Committee is responsible for approving new registrations. All applications to the ABVMA are submitted online through the ABVMA website with supporting original documentation sent to the ABVMA office.

The Registration Committee approves applications for veterinarians and veterinary technologists in various registration categories in accordance with the applicable legislation and ABVMA Bylaws.

In addition, and at the discretion of the Registration Committee, additional requirements may include:

1. to pass one or more examinations approved by the committee,
2. to obtain more experience of a kind satisfactory to the committee for a period set by the committee, or
3. to pass one or more examinations and obtain more experience before approving the applicant's qualifications.

Registration of veterinary professionals continues to be strong in the ABVMA. There was a 6.25% increase in the number of veterinarians registered to practice veterinary medicine in the province over the 2021 numbers, with a similar increase of 6.3% in the number of veterinary technologists registered with the ABVMA. Despite strong numbers, we know from the ABVMA ABVTA Veterinary Professional Workforce Project Final Report of 2021 that attrition and retirement from clinical practice and the profession are also very high. To meet increasing demand for services (expansion demand) and account for the attrition (replacement demand), ABVMA needs to address increasing numbers of application through investments in veterinary professional education and immigration. It is also vital to address the high rates of attrition.

ABVMA received 221 applications for registration as a veterinary technologist with the ABVMA. These were essentially all from Canadian Veterinary Medical Association (CVMA) or American Veterinary Medical Associations (AVMA) accredited schools.

There were 149 applications for registration as a veterinarian, of which 90 were applicants from Canada (79.9%), and the remainder were from 25 other countries.

Of the applicants from countries other than Canada, there were 29 applicants registered from AVMA accredited international schools. There were four applicants from international non-accredited schools that were registered as specialists or with academic appointments.

The remaining 26 applicants from international non-accredited schools were registered by the ABVMA in restricted categories of registration as a veterinarian to support their progress to obtain full credentials through the National Examination Board of the CVMA.

A regulatory body may require as a condition of registration a jurisprudence examination of applicants to ensure knowledge of relevant legislation and policy related to local practice. In lieu of such an exam, the ABVMA has developed an in-person, full-day workshop to support member understanding of ABVMA regulation and promote networking with members of the profession. Two Registration Days were held in person during 2022, with a total of 334 new registrants attending. These orientation sessions rely on the volunteer contributions of members and support of collaborating organizations. Applicants are provided two opportunities to attend Registration Day over a 12-month period.





## Permit Holders

A permit holder, as defined by the *Veterinary Profession Act*, means a corporation that holds a permit, approved by ABVMA Council. To be approved, the corporation must provide evidence that:

- a. the corporation is registered under or established by an Act of Alberta, and
- b. the majority of the issued shares of the corporation having voting rights are beneficially owned by an unrestricted veterinarian(s).

Permit holders are permitted to engage in the practice of veterinary medicine. The corporation approved as a permit holder is professionally responsible and held accountable through the complaints and discipline process.

Corporations that do not meet the above qualifications may be approved by Council if the corporation does not offer veterinary services to the public or engage in the practice of veterinary medicine for the benefit of individual members of the public, and if the service or practice is likely to benefit the public generally such as humane societies, educational programs for veterinarians and veterinary technologists.

Permit holder applications and cancellations are approved by Council. Permit holders must renew annually as with member registration and veterinary practice certification.

There is increasing transparency to the public regarding corporations engaged in the practice of veterinary medicine. Permit holders who own

and operate the veterinary practice are published on the ABVMA website under the name of each veterinary practice entity when the public searches for veterinary care.

In 2022, 56.7% of permit holders own one veterinary practice, 7.7% own two to four veterinary practices, 0.6% own five or more practices, and 35% of permit holders engage in veterinary practice through ownership of another corporation or have a corporation to do locum and contract work as a veterinarian.

Of the 579 veterinary practices in Alberta, 515 are owned by permit holders, 57 practices are owned through sole proprietorship and seven are owned through a veterinarian partnership.



# Embracing Equity, Diversity and Inclusion in the ABVMA



Jocelyn Forseille, DVM, Assistant Registrar,  
Alberta Veterinary Medical Association

**IN NOVEMBER 2021, ABVMA COUNCIL** approved the formation of an ABVMA Equity, Diversity and Inclusion (EDI) Advisory Committee, a Terms of Reference for the Committee and the first EDI Strategy for the organization. The EDI Advisory Committee provides advice to ABVMA Management and Council to guide future activities around EDI within the association and to champion the EDI Strategy by working with ABVMA staff.

The EDI Advisory Committee has worked on several initiatives in 2022:

- began review of ABVMA application processes with the EDI lens
- contributed to EDI article for the *Members' Magazine* and Diversity Dialogue in Enews
- recommended the first major activity from the EDI strategy be a benchmarking survey of ABVMA members to understand who our members are and guide future EDI initiatives

In June 2022, the ABVMA contracted MNP to conduct an EDI survey of ABVMA members, including students and all registration categories of veterinarians and veterinary technologists. The survey allowed members to provide key insights and feedback to help fuel progress and improvement.

## EDI Survey Results

A total of 898 of 5,132 ABVMA members (17.5%) participated in the survey in fall 2022.

The EDI survey conducted through an external agency allowed the ABVMA to hear from members, both practicing and non-practicing, while protecting the confidentiality of respondents. How one person experiences an organization can be very different from how someone else experiences a workplace or organizational culture, making surveys an efficient way of gathering key feedback.

The survey consisted of three demographic questions, 24 Likert questions, one frequency question and three open-text questions.

A note about demographic questions: while previously considered inappropriate or insensitive to ask personal questions to capture demographics, ABVMA felt it was necessary to ask about gender, ethnicity and disabilities in this survey to understand the makeup of the current ABVMA membership. Capturing this information about members will allow the association to make decisions that are thoughtful and better meet the needs of the membership.

Survey results were reviewed by the ABVMA EDI Committee and ABVMA Council.

## Demographic Results

Demographics of the ABVMA members who participated in the survey were collected to better understand the makeup of the Alberta veterinary community.

Highlights of the demographic section are:

- 78% of respondents identify as women. This is representative of ABVMA membership, which, including students, represents as 75% female.
- 10% of respondents identify as a visible minority/racialized person. This was defined as persons, other than aboriginal peoples, who are non-Caucasian in race or non-white in colour. The Alberta statistics are that visible minorities make up 27.8% of the population.
- 4% of respondents identify as Indigenous (Inuit, Metis and/or First Nations). The Alberta statistics are that Indigenous peoples make up 6.5% of the population.
- 8% of respondents identify as a person with a disability. Persons with disabilities were defined as those who have long-term physical, mental, intellectual or sensory impairments, which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.





## Likert Question Results

For the Likert statements, MNP identified the five statements that scored the highest by members and the five statements that scored the lowest by members based on the MNP ranking system.

The top five statements were:

1. I have experienced racist or discriminatory behaviour through ABVMA's core processes (i.e., registration process, complaints process, practice inspection, etc.). (For this question, a high negative score indicates a low occurrence of this happening.)
2. I feel safe bringing my authentic self to work in my current workplace.
3. ABVMA's EDI Strategy should be clearly communicated to members.
4. I feel a sense of belonging as a member of this profession.
5. I believe that EDI training is important.

The bottom five statements were:

1. There is increased awareness around ABVMA members experiencing racism.
2. I have experienced racist or discriminatory behaviour from my clients.

3. I would personally make the time to attend EDI training/educational courses.
4. I feel my unique background and identity are appreciated as an ABVMA member.
5. Career advancement in our profession is equitable.

## Frequency Question Results

The frequency question on the survey was "While on the job, I have witnessed an incident of racism, harassment, or discrimination." Of the respondents, 72% reported that they have witnessed an incident of racism, harassment, or discrimination. The largest portion of respondents (35%) reported to have witnessed an incident yearly.

## Open-text Question Results

Three open-text questions provided insights such as:

- Lack of support for 2SLGBTQIA+ professionals.
- Ageism: older members and younger members say they are more likely to have their expertise questioned and are not seen as equal.
- Difficulty discussing EDI issues in the workplace and they were unsure of how to deal with discrimination.

- Being a woman or diverse and dealing with clients in rural areas who are conservative or hold specific religious beliefs and aren't always open to a veterinarian who is a woman or racialized.
- Respondents felt an outdated view of what a veterinarian "looks like" is a barrier to those who don't fit the mould.
- As members of equity deserving groups, some members felt they could not report incidents of racism, discrimination, and/or harassment within their workplace due to fear of retaliation.
- It was reported that some veterinarians view veterinary technologists as inferior.

## Next Steps

The first actions identified are:

- update the ABVMA EDI Strategy to incorporate the knowledge gained from this survey.
- develop EDI Toolkit resources for veterinary practices including information on discrimination, microaggressions.
- plan continuing education for members. ABVMA Council supports EDI training for ABVMA Council and committees.

The goal is to provide equitable opportunities to all members.



# Complaints and Discipline



**Phil Buote, DVM**

Interim Registrar/CEO  
and Complaints Director,  
Alberta Veterinary Medical  
Association

## Number of Complaint Cases

**ABVMA ADMINISTERS THE LEGISLATED PROCESS FOR RECEIPT AND DETERMINATION OF** complaints in accordance with the *Veterinary Profession Act* (VPA). The VPA provides that “a person may complain to the Complaints Director in writing about the conduct of a registered member, permit holder or student...”

There has been a trend to increasing numbers of complaints received by the ABVMA and across other professional regulatory organizations. In 2022, ABVMA received 64 complaints against registered members and permit holders. This is a 33% increase in the number of complaints over 2021. We note that the number of registered members has increased to 4,068 in 2022 from 3,805 in 2021.

In addition, there are more complaints arising from fewer letters of complaint. In 2021, there were 48 complaints that arose from 37 letters. In 2022, fewer letters of complaint were received, 32, which gave rise to the 64 complaints.

Nineteen letters of complaint gave rise to a single complaint case against a veterinarian, veterinary technologist or permit holder. One letter received was against eight veterinarians. While there has been no research on whether this is a trend or the

Number of complaints per letter	Number of letters
1	19
2	5
3	2
4	4
5	1
8	1

underlying reasons, we speculate it may be related to:

- complicated medical cases requiring teams of veterinary professionals to provide care,
- extended duration of stays in hospital,
- increased expense of care,
- uncertainty on the part of the complainant about whom they consider responsible and as a result take a blanket approach in their complaint,

- increased transparency and knowledge of the public regarding engagement of corporations in veterinary medicine as permit holders, and
- complaints regarding both veterinary professional(s) and the permit holder.

## Complaints Regarding Permit Holders

There is increasing public knowledge of corporations owning and consolidating ownership of veterinary practices. In Alberta, only corporations that are approved as permit holders by ABVMA Council may engage in the practice of veterinary medicine.

ABVMA is required to include permit holders in the register. From the VPA:

### Register

*15 The Registrar shall maintain, in accordance with the bylaws and subject to the direction of the Council, a register of registered members and permit holders.*

The register is public:

### List of registrants

*23(1) The Registrar shall publish, in accordance with the bylaws, the name of everyone who is entered in the register as a registered member or a permit holder.*

*(2) The Registrar shall maintain and, during regular office hours, permit any person to inspect a list of all the registered members and permit holders in good standing.*

The ABVMA online directory, “Search for Veterinary Care,” provides information on the permit holder, where applicable, for each veterinary practice entity.

Permit holders have the same responsibility to clients as do registered veterinarians. From the VPA:

### Liability to others

*63(1) The relationship between a permit holder engaged in the practice of veterinary medicine and a person receiving the professional services of the permit holder is subject to this Act, the regulations and any other law applicable to the relationship between a registered veterinarian and the registered veterinarian's client.*

Public understanding and transparency about permit holders engaging in the practice of veterinary medicine may be contributing to the number of complaints against permit holders.

## Investigations

ABVMA Council has approved an Investigator Quality Assurance Program. Investigators are provided fair remuneration for their time and expertise to conduct investigations into complaints. Investigators assume the responsibility to submit an unbiased and timely report of the investigation to the Complaint Review Committee.

Timely investigations and determination of complaints are in the public interest and meet an obligation of administrative fairness to the member. The Investigator Quality Assurance Program has decreased the average time for completion of investigations.

Year	Average time to completed
2018	7.0 months
2019	5.2 months
2020	5.7 months
2021	4.1 months
2022	4.0 months

## Complaint Review Committee

Many veterinarians and veterinary technologists contribute volunteer hours to the ABVMA to ensure ABVMA meets the obligations under the *Veterinary Profession Act*.

The Complaint Review Committee (CRC) reviews the reports of all investigators undertaken. All members of the CRC will review all cases, except those where a conflict is declared. The CRC held 18 teleconference meetings during 2022 and members reviewed reports of investigations in to 50 complaint cases. There is a significant amount of material to review in preparation for teleconference meetings.

CRC members also participate in consent discussion meetings with members who have been served a Notice of Hearing and facing allegations of unprofessional conduct. All members are provided an opportunity to enter into consent discussions to accept responsibility and provide an admission of unprofessional conduct on the allegations. These are often challenging meetings where CRC members sit “eyeball to eyeball” across from another registered member and discuss their conduct, skill, knowledge or judgment.

## ■ Complaints and Discipline Continued

Members of the CRC are the heavy lifters in the ABVMA complaints process and undertake some of the most challenging but rewarding work that contributes to the complaints and discipline process. The CRC members past and current have cultivated a culture of professionalism, fairness, empathy and dedication to public protection and protecting the integrity of the profession.

### Dismissed Complaints

The CRC reviewed the reports of investigations and made decisions for 50 complaints cases in 2022. Thirty-nine of the 50 complaint cases (78%) were dismissed. This is higher than last year when 74% of the complaint cases were dismissed.

Complaints regarding issues with communication and the multiple complaint cases per letter of complaint may contribute to the increased frequency of dismissed complaints.

### Committee of Council Review of Dismissed Complaints

ABVMA Council is the appeal body for the complaints process. This includes hearing an appeal by a member of the decision or orders of a hearing tribunal and conducting a review requested by a complainant of a decision to dismiss a complaint by the CRC.

In 2022 the Committee of Council (COC) continued, initiated or concluded a review of 12 decisions made by the CRC to dismiss a complaint.

These reviews are conducted in accordance with section 34.1 of the VPA:

#### Review of dismissal of complaint

**34.1(1)** *A complainant may apply, in writing with reasons, to the Hearings Director for a review of the dismissal of a complaint within 30 days of being notified of the dismissal under section 28(5) or 34.*

Though the frequency of a complainant submitting a request for review relative to the number of dismissed complaints does not demonstrate an increasing trend since 2016, there is a higher number of reviews conducted by the COC in 2022 and 2021.

There are significant resources allocated to conduct these reviews, including Council member time, administrative support and the expense of independent legal counsel. In addition to review of the investigator's report and the decision and reasons of the CRC, COC will provide opportunity for the complainant and investigated member to make additional submission to the COC.

Legal advice to the COC helps to ensure that the decision and reasons will stand up to public scrutiny, including review by the provincial Ombudsman. A complainant has the legislated option to proceed with a complaint to the Ombudsman.

The investigated member remains engaged in the complaint process through the COC review.

The COC completed the review and made decisions for six of the reviews that the decision to dismiss is confirmed. Eight reviews are ongoing with a decision not yet issued.

## Admission of Unprofessional Conduct/Consent Orders

Section 35. 1 of the VPA provides that:

#### Admission of unprofessional conduct

**35.1(1)** *At any time after a complaint has been made but before the Hearing Tribunal has made a decision as to whether unprofessional conduct has occurred, an investigated person may submit a written admission of unprofessional conduct to the Hearings Director.*

**(2)** *An admission under subsection (1) may not be acted on unless it is accepted in whole or in part by the Hearing Tribunal.*

When a complaint is referred for a hearing, all investigated members are invited to consider and participate in a without prejudice discussion with members of the CRC on acceptance of responsibility and corresponding orders for sanctions.

The allegations of unprofessional conduct are drafted from the elements identified by the members of the CRC. With disclosure of the investigators report, investigated members can appreciate that the allegations arise from an assessment by a panel of their peers — fellow members of the profession.

These consent discussions are often successful, in which case the matter moves to a hearing on a consent basis.

Historically, the majority of complaint cases that have been referred for a hearing proceed by consent. This means that the consent discussion was successful, the

ABVMA and the member have agreed on the negotiated admissions and orders for sanctions which are presented as a joint submission to the Hearing Tribunal.

In 2022, 10 of the 12 hearings were held by consent.

## Appeals to COC

In 2022, Council heard one appeal from a member regarding the decision and orders of the Hearing Tribunal, confirming the decision and orders.

## Appeals to the Alberta Court of Appeal

The VPA provides that a member may appeal a decision of the Council to the Alberta Court of Appeal.

### Court of Appeal

**45.1(1)** *An investigated person may appeal to the Court of Appeal any finding, order or direction of the Council under section 45.*

In 2022, there were three complaint cases that proceeded to the Alberta Court of Appeal (ACA). In the first case, the ACA denied the appeal with the exception that the costs of the appeal to Council be reduced. The ACA decision on this matter has been issued.

In the second cases, the ACA granted the member's stay application on the 30-day suspension and the publication of the case with names. The substantial appeal has not been heard.

In the third case, the matter has been filed and no date for the appeal has been set.

## Appeal to the Supreme Court of Canada

The member whose appeal to the ACA was denied has applied for leave to the Supreme Court of Canada. The two issues are:

*When are Administrative Tribunal Decisions Reasonable?*

*At what point should administrative tribunal reasons no longer be considered "adequate"? To what extent does the substance of tribunal reasons matter when assessing their reasonableness? Does the possibility that a tribunal's decision could have followed from the evidentiary record substitute for the obligation to produce coherent, justifiable reasons?*

*When Do Administrative Costs Preclude Access to Justice?*

*What is the proper balance between a "presumption that a member is or should be responsible for most or all of the costs incurred" and the competing need to ensure that a cost regime does not preclude professionals raising a legitimate defence? Is there a principled basis for setting and modifying costs awards in the administrative context?*

Matters that proceed to the Supreme Court of Canada (SCC) deal with issues of law. There have been recent court decisions on costs of complaints that may impact the ABVMA and other regulatory bodies moving forward, specifically the scope of a hearing tribunal's authority to order sanctions and costs in the public interest, in the context of professional disciplinary proceedings.

The Alberta Dental Association and College has applied for intervenor status on this appeal to the SCC.

## Public Members

ABVMA public members provide public oversight of self-regulation of the profession and is specifically required by various sections of the VPA. This oversight provides accountability to the public and is very valuable in the administration of the complaints and discipline process and Practice Review Board (PRB) matters.

The public member on PRB, Anne Rothery, has resigned. With previous unfilled vacancies, we are left with vacancies on PRB, CRC and Hearing Tribunal.

We are grateful that the current public members have agreed to term extensions and are hopeful that the government sees fit to appoint additional public members so we can exercise our duties as required under the legislation.

## Complaint to Ombudsman

In 2019, ABVMA was subject to a complaint to the Ombudsman. A complainant whose complaint was dismissed by the CRC, which was confirmed on a subsequent review by a COC, complained in accordance with the VPA.

### Complaints to Ombudsman

**65.6(1)** *Any person may make a complaint with respect to anything under this Act in accordance with the Ombudsman Act.*

The complaint was investigated, and the Ombudsman decided that the decision

## ■ Complaints and Discipline Continued

was unfair to the complainant. This was based on the written decision and the reasons. The ABVMA was successful in building agreement with the Ombudsman that the decision was in fact transparent, intelligible and defensible. It was 14 pages long and was drafted with the support of independent legal counsel.

ABVMA and the Ombudsman agreed that as a resolution to the complaint, an explanation of the decision and the reasons would be provided by the ABVMA to the complainants. ABVMA is confident that the complaints and discipline process follows the provisions of the governing legislation (VPA) and adheres to principles of administrative fairness.

When complaints are brought forward to the Ombudsman, ABVMA will engage on constructive resolutions and reasonable improvements to processes.

### Members Suspended or Cancelled

In 2022 no members were ordered suspended by the Hearing Tribunal and no members were cancelled.

### Originating application to Court of Queen's Bench against Dr. Jeff Serfas

Dr. Jeff Serfas' registration was cancelled by Order of the Hearing Tribunal on Oct. 28, 2020.

The sanction of cancellation was imposed by the Hearing Tribunal following a number of disciplinary actions including a failure to abide by an Order of the Hearing Tribunal on

May 29, 2019, that he be suspended from the practice of veterinary medicine. There was ample evidence that Dr. Serfas continued to practice despite the suspension.

Following cancellation of Dr. Serfas' registration, ABVMA received information that he continued to engage in the practice of veterinary medicine despite being cancelled. Since Dr. Serfas was no longer a registered veterinarian, ABVMA did not have jurisdiction to move forward with a complaint under Part 5 of the VPA.

In the interest of protection of the public, ABVMA undertook an investigation into this information and brought forward an application in Court of Queen's Bench against Dr. Serfas for unauthorized practice.

Dr. Serfas filed an affidavit in response to the application, whereby he admitted to practicing veterinary medicine in some instances and contested others. A Consent Order was negotiated and accepted by the Court.

Failure to abide by the Order of the Court may allow the ABVMA to initiate contempt charges against Dr. Serfas. This action in Court is an extraordinary step that was necessary to deal with an ungovernable member and protect the public and integrity of the veterinary profession.

### Practice Review Board

The PRB is established by the VPA and may, with the approval of Council, undertake a review of the practice of a registered member or review the practice of veterinary medicine in general.

In 2022, the PRB continued to the review of a member's practice.

The PRB is the committee that is designated by Council to consider matters of incapacitation in accordance with section 65.1 of the VPA. This section provides a means to direct members that are incapacitated by additions or other physical, mental or emotional matters to be assessed and access necessary treatment.

Incapacitation is defined in the VPA:

*"incapacitated" means suffering from a physical, mental or emotional condition or disorder or an addiction to alcohol or to drugs as defined in the Pharmacy and Drug Act or other chemicals that impairs the ability to practise veterinary medicine in a safe and competent manner."*

In 2022, the PRB considered one matters of incapacitation of a member due to addiction.

ABVMA prioritizes member wellness and provides a number of resources to ensure member wellness is supported. The provisions of the VPA that permit PRB to consider matters of incapacitation separately from the normal disciplinary process ensures protection of the public and supports members with the objective of safe return to practice.



# Legislated Committees

## Hearing Tribunal

### Hearings Director

Dr. Nick Nation

### Members

Dr. Kirsten Aarbo  
Dr. Troy Bourque  
Dr. Egan Brockhoff  
Dr. Jan Bystrom  
Dr. Robert Campbell  
Dr. Rohit Chhabra  
Dr. Eoin Clancy  
Dr. Sam Crosdale  
Dr. Margaret Doyle  
Dr. Margitta Dziwenka  
Andrea Edwards, RVT  
Dr. Candace Farrar  
Dr. Ross Foulston  
Dr. Jocelyn Fredlund  
Dr. Lloyd Keddie  
Dr. Louis Kwantes  
Dr. Susan Lapointe

Dr. Karen Liljebelke  
Dr. Lisa Lomsnes  
Dr. Kevin MacAulay  
Dr. Tara Mah  
Dr. Suzanne Misiaszek  
Dr. Miguel Moncayo  
Dr. Kim Romanufa  
Dr. Vanessa Mocanu  
Dr. John Scholten  
Dr. Jennifer Scott  
Jodene Sekura, RVT  
Dr. Dagmar Schouten  
Dr. Gurmeet Singh Tuli  
Dr. Anthea Smith  
Dr. Gordon Strick  
Dr. Doug Whiteside  
Dr. Melanie Wowk

### Public Members

John de Jong  
Elizabeth Hak  
Brian Marcotte

## Practice Inspections and Practice Standards (PIPS) Committee

### Chair

Dr. Erin Denny

### Vice Chair

Dr. Laura Fick

### Members

Gail Cooper, RVT  
Dr. Christian Hansen-Jones  
Dr. Jonathan Leicht (Council Representative)  
Dr. Karen Lodge  
Kara Turcotte, RVT

## PIPS Inspectors

Dr. Robyn Rodgers  
Dr. Sumeet Sharma  
Dr. Gerry Smith  
Connie Varnhagen, RVT  
Smokey Walters, RVT  
Dr. Sjoert Zuidhof

## Complaint Review Committee

### Chair

Dr. Kent Morley

### Vice Chair

Dr. Vicki Janes

### Members

Dr. Karen Allen  
Robyn Andersen, RVT  
Dr. Grady Barton  
Dr. David Eisenbart

Dr. Kent Fenton  
Dr. Dave Harris  
Dr. Kristi Jacobson  
Chantelle Neufeld, RVT

### Public Member

Dianne Johnstone

## Practice Review Board

### Chair

Dr. Sylvia Checkley

### Vice Chair

Dr. Suzanne Misiaszek

### Members

Dr. Greg Evans  
Dr. Peter Lawson  
Dr. Christy Leslie  
(Council Representative)  
Theresa McDermott, RVT  
Dr. Cindy Nowle

### Public Member

Anne Rothery

## Registration Committee

### Chair

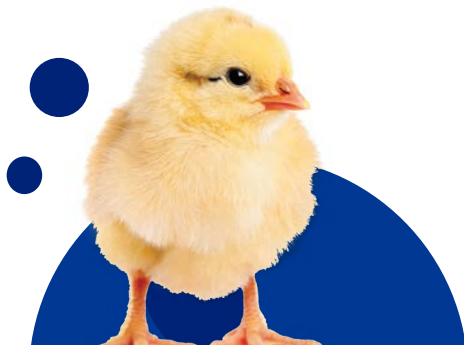
Dr. Lisa Scott

### Vice Chair

Dr. Hayley Kosolofski

### Members

Amanda Barker, RVT  
Dr. Kaylee Bohaychuk-Preuss  
Dr. Navjot Gosal  
Danielle Harris, RVT  
Dr. Gerald Hauer  
Dr. Kathy Kimmel  
Dr. Lindsey Kurach (Council Representative)  
Dr. Stacey Vos



# Advisory Committees

The eight advisory committees maintain an environmental scan in their field of interest and expertise so that the Registrar may be aware of emerging issues and needs of all ABVMA members and partnering organizations. These committees make recommendations to the Registrar on emerging trends, potential policy development, continuing education opportunities and communication needs for all categories of ABVMA members.

Primary areas of focus in 2022 included providing suggestions, content ideas and feedback on:

- Strategic Plan 2022-2025
- SWOT analysis and environmental scan to inform annual updates to strategic plan
- continuing education topics and speakers
- ABVMA Member EDI Survey and results
- ABVMA EDI Strategy
- *Members' Magazine* articles as well as subject matter expertise
- Wellness Tips, Green Tips and Diversity Dialogue for Enews
- CVMA position statements
- ABVMA Member Advisory – Cannabis
- Guidelines for RVTs, Students and Unregistered Auxiliaries
- Veterinary Professional Workforce Shortage Project
- Continuing Professional Development Program
- promoting use of the Canadian Animal Health Surveillance System (CAHSS) Animal Networks, the Western Canadian Animal Health Network (WECAHN) and the National Wildlife Centre

## Animal Welfare

Jackie Lind, RVT, **Vice Chair**

Dr. Alexandre Ellis  
Dr. Leanna Grenwich  
Christina Holland, RVT  
Dr. Alison Jackson  
Dr. Hussein Keshwani  
Dr. Natasha Kutryk  
(Council Representative)

Tammy Mazubert, RVT  
Dr. David McPhee  
Dr. Catherine Miller  
Dr. Heather Van Esch

## Companion Animal

Dr. Meghan McCarty, **Chair**  
Dr. Helen Newton, **Vice Chair**  
Dr. Kayla Bilsborrow  
Dr. Serge Chalhoub  
(Council Representative)  
Dr. Eoin Clancy  
Dr. Patricia Guajardo  
Dr. Tracy Ho  
Lindsey Scott, RVT  
Kate Simon, RVT  
Dr. Kay Thompson  
Kyla Wilkerson, RVT

## Equine

Taylor Bachynski, RVT, **Chair**  
Dr. Shannon Lockhart,  
**Vice Chair**  
Dr. Chris Berezowski  
(Council Representative)  
Dr. Gayle Cummings  
Krystal Czerniak, RVT

Naomi Kristiansen, RVT  
Dr. Brielle Rosa  
Dr. Becky Tees  
Dr. Ashley Whitehead  
Dr. Conrad Wilgenbusch

## Equity, Diversity and Inclusion (EDI)

Dr. Jami Frederick, **Chair**  
(Council Representative)  
Dr. Colleen Chan  
Saskia de Jong, DVM student  
Dr. Patricia Guajardo  
Anita Hessam, RVT  
Dr. Savannah Howse-Smith  
Dr. Dayle Poitras-Oster

## Food Animal

Dr. Jessica Law, **Chair**  
Dr. Travis Marfleet, **Vice Chair**  
Dr. Craig DeGroot  
Sarah Golinowski, RVT  
(Council Representative)  
Dr. Marian Johnson  
Dr. Dennis Klugkist  
Marissa Lemay, RVT  
Dr. Melissa Moggy  
Dr. Luke Nickel  
Dr. Anne Rogers  
Tracy Tee, RVT  
Shelby Waugh, RVT

## Human Resource Development

Linda Glasier, RVT, **Chair**  
Dr. David Hall,  
**Vice Chair**

Dr. Christy Barlund  
Brienne Bellwood, RVT  
Dr. Pat Burrage  
(Council Representative)  
Dr. Chris Clark  
Dr. Juan Garcia  
Shauna Lesick, RVT  
Dr. Colleen Pratt  
Dr. Jaryn Scheck  
Penny Steffen, RVT  
Connie Varnhagen, RVT

## Member Wellness

Shawna Anderson, RVT, **Chair**  
Dr. Kathy Keil, **Vice Chair**  
Dr. Nancy Bruyere  
Bonnie Hilden, RVT  
Terrie Ann McKinley (Guest)  
Karen Melynk, RVT  
Dr. Marissa Rodriguez  
Tracey Ruzicka, RVT  
(Council Representative)

## Wildlife and Ecosystem Health

Dr. Andrea Storch, **Chair**  
Kim Blomme, RVT  
Dr. Dayna Goldsmith  
Sarah Golinowski, RVT  
(Council Representative)  
Dr. Deborah Johnson  
Dr. Amy Kachurowski  
Dr. MJ Limoges  
Dr. Alana Shrubsole-Cockwill  
Dr. Owen Slater  
Brigitta Smith, RVT



# OUR YEAR IN NUMBERS

# Member Statistics

Reporting period: Nov. 1, 2021, to Oct. 31, 2022

## ABVMA Members ON OCT. 31, 2022

### VETERINARIAN MEMBERS \_\_\_\_\_ 2,227 Total

1,774	General Practice Registered Veterinarian	119
123	Time Limited Registered Veterinarian	
28	Supervised Limited Practice Registered Veterinarian	22
23	Unsupervised Limited Practice Registered Veterinarian	4
254	Non-Practicing Veterinarian Member	
25	Temporary Registered Veterinarian	4

### New Veterinarian Applications \_\_\_\_\_ 149

### VETERINARY TECHNOLOGIST MEMBERS \_\_\_\_\_ 2,359 Total

2,046	General Practice Registered Veterinary Technologist	105
8	Limited Practice Registered Veterinary Technologist	
41	Provisional Veterinary Technologist Member	116
264	Non-Practicing Veterinary Technologist Member	

### New Veterinary Technologist Applications \_\_\_\_\_ 221

106

Transfer **Provisional** to  
**General Practice Registered**  
**Veterinary Technologist**

12

Transfer **Temporary Registered Veterinarian**  
to **General Practice Registered Veterinarian**

Transfer **Supervised**  
**Limited Practice Registered**  
**Veterinarian** to **Temporary**  
**Registered Veterinarian**

24

6

Transfer **Supervised Limited Practice**  
**Registered Veterinarian** to **General**  
**Practice Registered Veterinarian**

#### Veterinarians | Technologists | Total

June 7, 2022	45	96	141
Sept. 7, 2022	97	96	193

#### Registration Day Attendance

### Educational Background of Approved Veterinarian Applications

- General Practice Registered Veterinarian
- Supervised Limited Practice Registered Veterinarian
- Unsupervised Limited Practice Registered Veterinarian
- Temporary Registered Veterinarian

113



1

Accredited  
Veterinary Program

6

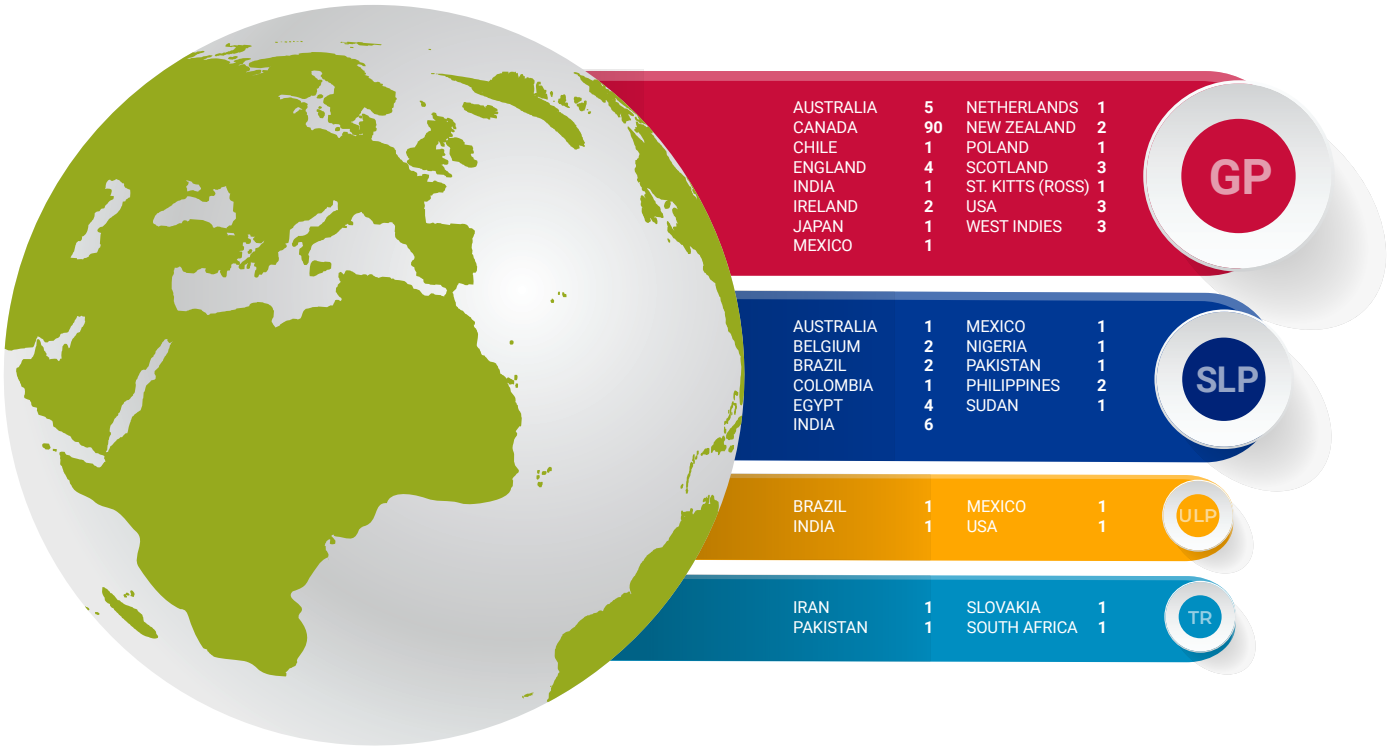
22



34

Non-Accredited  
Veterinary Program

# New Registered Veterinarian Members – Country of Origin



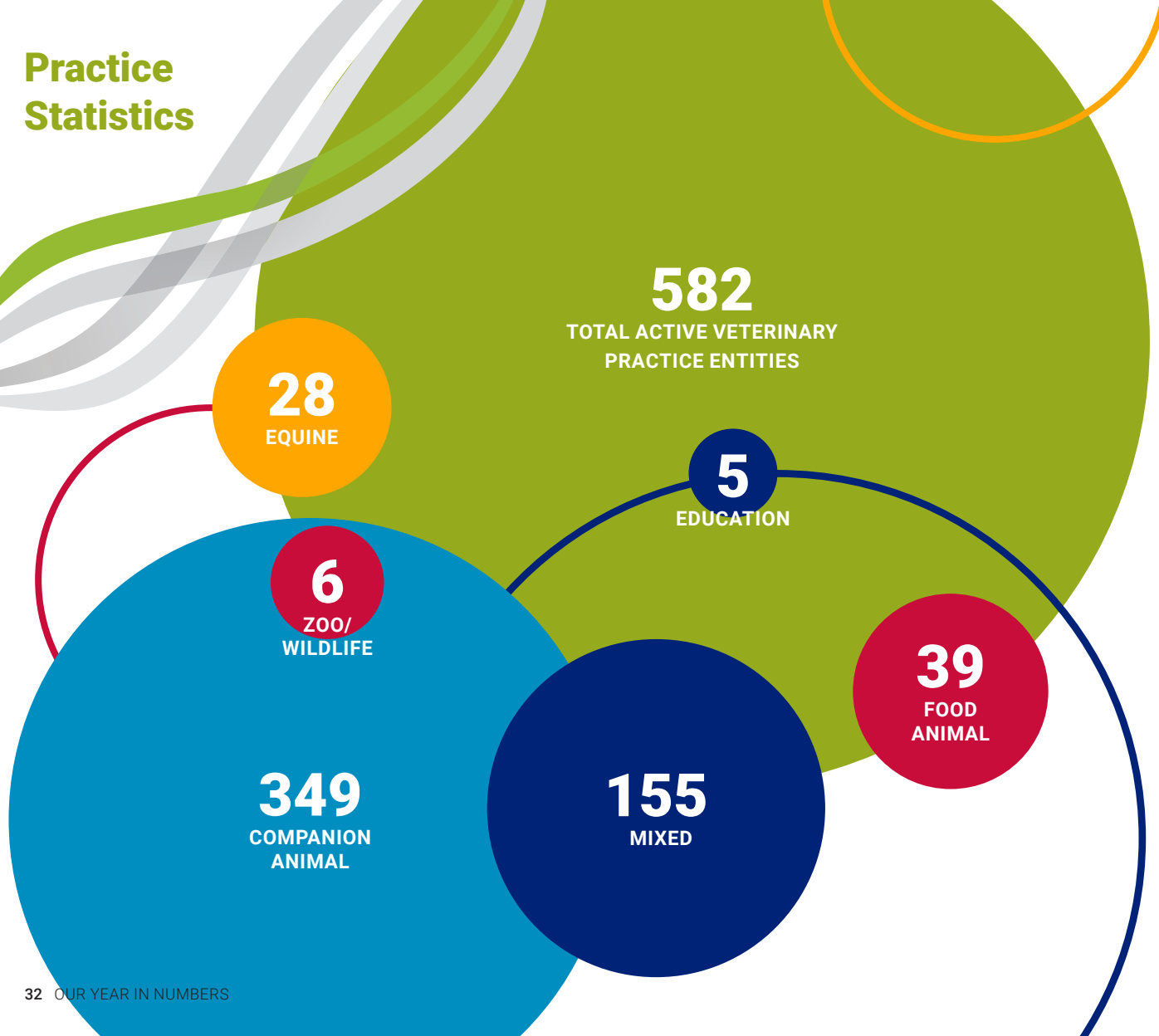
General Practice (GP) Registered Veterinarian **Total 119**

Supervised Limited Practice (SLP) Registered Veterinarian **Total 22**

Unsupervised Limited Practice (ULP) Registered Veterinarian **Total 4**

Temporary Registered (TR) Veterinarian **Total 4**

## Practice Statistics







**64** complaint cases

Resulting from



**32** letters of complaint received

## Complaints and Discipline Statistics



**49** complaints against registered veterinarians

**13** complaints against permit holders

**2** complaints against registered veterinary technologists

**29** ongoing 2022 investigations

**8** investigation reports ready for CRC review

**0** complaints resolved

in accordance with section 28 (2) (b)

**1** withdrawn complaint

51

COMPLAINT  
CASES

(against veterinarians and veterinary technologists)

4,068

REGISTERED  
MEMBERSof REGISTERED MEMBERS were the  
SUBJECT OF A COMPLAINT IN 2022

## Complaint Review Committee (CRC)



18

teleconference  
meetings conducted

Originating in calendar year



50

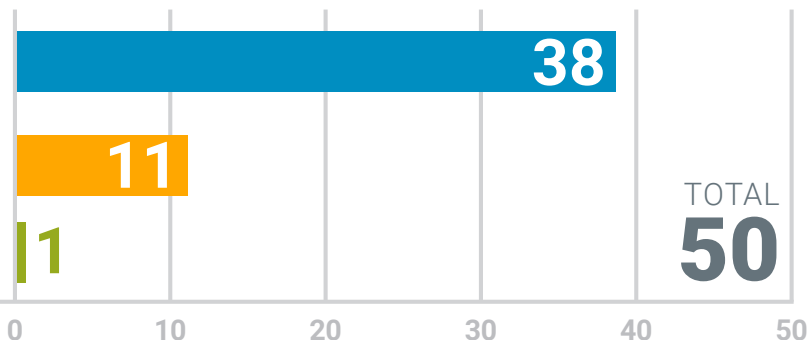
complaint  
cases  
reviewed

## Disposition of 50 cases reviewed by the CRC in 2022

(includes cases originating in 2022, 2021 and 2020)

Dismiss due to lack of or no evidence  
of unprofessional conduct:Referred to Hearings Director  
for a hearing:

Dismiss due to trivial or vexatious:

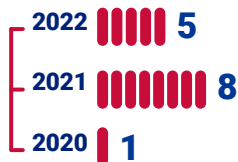


## Committee of Council (COC) review of CRC decision to dismiss

14

**cases reviewed**

Originating in calendar year



6  
**cases**

**decision issued**

6 confirmed decision to dismiss

8  
**cases**

**ongoing/decision  
not yet issued**

12  
**Hearings Convened**



12  
**open to the public**

9  
**against  
veterinarians**

3  
**against  
permit  
holders**

10  
**hearings by  
consent  
- virtual**

including  
8 veterinarians  
2 permit holders

2  
**contested  
hearings  
- in person**

including  
8 veterinarians  
2 permit holders

1 **Council appeal**  
from a decision of  
the hearing tribunal



3 **appeals**  
from decisions of Council to  
the Alberta Court of Appeal

one appeal denied and decision issued | one stay of suspension and publication - appeal not heard  
| one appeal filed, appeal not yet heard



**ZERO**  
**members**  
**suspended**  
**or cancelled**

# Practice Review Board

## 2020

**Continuing review**  
of the practice of one veterinarian  
and their practice referred from PIPS  
Committee that was started in 2020

## 2022

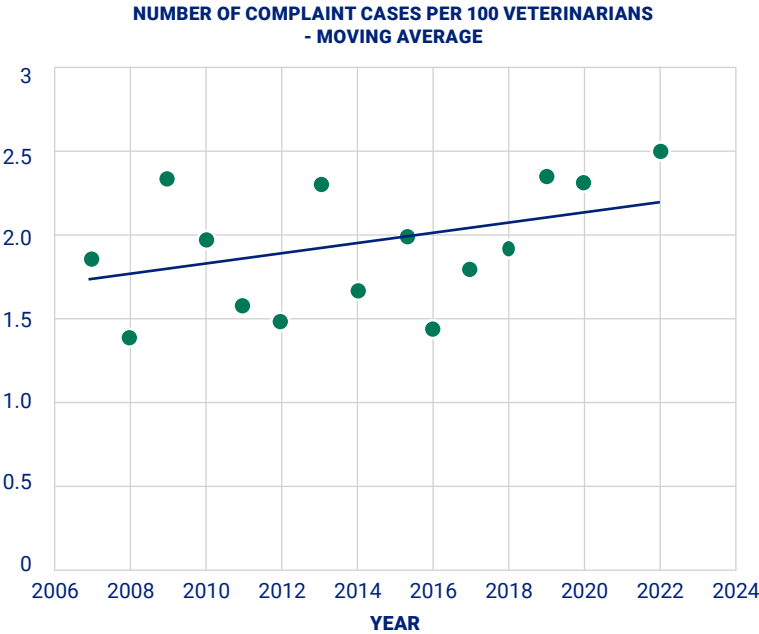
**Commenced review**  
of one case of incapacitation  
considered by PRB started  
in 2022

## Complaints Received Trend Graph

There were 2.48 complaints per 100 registered veterinarians in 2022.

The comparison is made on the basis of per 100 veterinarians to correct for increasing numbers of registered veterinarians and account for the fact there are very low numbers of complaints against veterinary technologists.

This number is consistent with the trend to increasing numbers of complaints observed over the past decade.



A close-up photograph of a brown horse's head, looking slightly to the right, framed by a dark metal stall door. The horse has a dark mane and a focused expression. The background is a bright, out-of-focus stable interior. At the bottom of the page, there are three thick, wavy, overlapping lines in blue, red, and green, creating a dynamic, flowing effect.

# ADVANCING ABVMA'S STRATEGIC PLAN

# OUR VISION

---

Healthy animals and  
people in a healthy  
environment

# OUR MISSION

---

Serving the public by  
regulating, enhancing and  
providing leadership in the  
practice of the profession  
of veterinary medicine  
in Alberta



# OUR VALUES

The Alberta Veterinary Medical Association lives by the following core values:



## PROFESSIONALISM

Demonstrating ethics, fairness, responsibility and accountability



## INTEGRITY

Exemplifying honesty, trust and transparency



## LEADERSHIP

Inspiring a path that is adaptable and visionary



## INCLUSIVITY

Fostering a safe, positive and collaborative environment



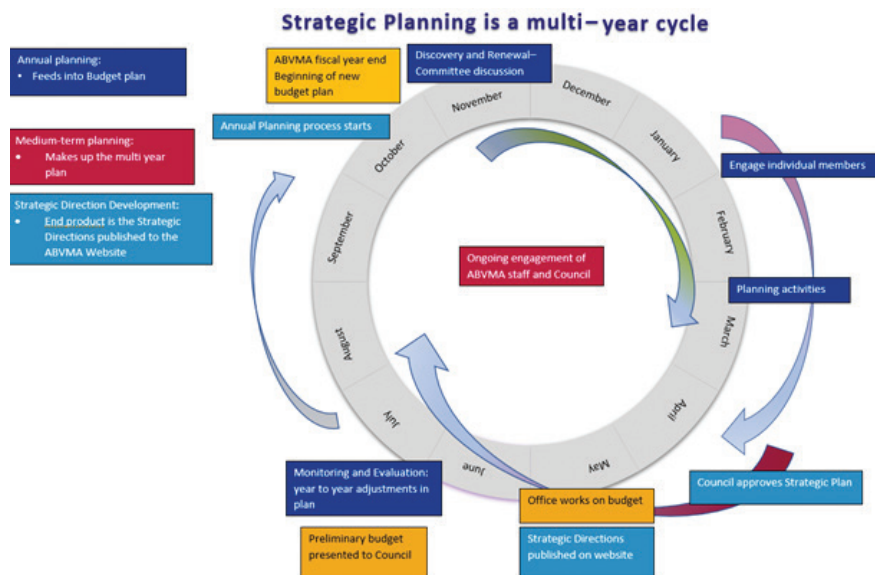
## RESPECT

Interacting with empathy, compassion and dignity

# ABVMA Strategic Plan

## 2022-2025

Strategic planning is an ongoing process. To better support the strategic planning process, the ABVMA has implemented an annual cycle. The new cyclical process is represented below.



## Strategic Direction 1:

Demonstrate excellence in regulation of veterinary medicine in Alberta

- 1.1 ABVMA works to implement the *Professional Governance Act*
- 1.2 ABVMA ensure competency of members

## Strategic Direction 2:

Ensure the veterinary workforce meets the needs of the future

---

- 2.1 ABVMA ensures there is a sufficient supply of veterinarians and veterinary technologists (RVTs) registered in Alberta to meet the demands of the public
- 2.2 The public recognizes the diversity of activities and the contribution of veterinarians and veterinary technologists
- 2.3 Veterinarians, RVTs, veterinary practices and the entire profession play a pivotal role in professional retention
- 2.4 ABVMA creates a culture where Equity, Diversity and Inclusion (EDI) is recognized and supported
- 2.5 ABVMA recognizes and promotes the veterinary profession role in ensuring a safe and secure food supply

## Strategic Direction 3:

Provide leadership in animal welfare

---

- 3.1 The ABVMA influences policy with the Government of Alberta
- 3.2 The public recognizes ABVMA as a leader in animal welfare (a voice that is heard)
- 3.3 ABVMA participates in animal emergency planning and response

## Strategic Direction 4:

Advance One Health

---

- 4.1 ABVMA continues to advance One Health topics that integrate with, for example, public health, disease surveillance, food supply, agricultural trade agreements, environment and emerging issues
- 4.2 Alberta veterinarians, registered veterinary technologists and veterinary teams are supported in optimum use of medications such as antimicrobials

# OPERATIONS



# ABVMA Office

ABVMA staff returned to work in the office in January 2022, after working remotely in 2021 due to the pandemic.

## ABVMA Staff

The ABVMA office staff complement increased by one in 2022. In addition to the Leadership Team, there are: one staff supporting the Registrar/CEO, two staff in Registration, three staff in Practice Inspection and Practice Standards (PIPS), two staff in Complaints and Discipline and two staff in Communications and Professional Enhancement. The ABVMA also employs one receptionist. In addition, two contract bookkeepers attend at the office regularly to fulfill bookkeeping and accounting duties.

The ABVMA office is broken into six key areas:

- Office of the Registrar
- Complaints and Discipline
- Registration
- PIPS and Radiation
- Communications and Professional Enhancement
- Bookkeeping

Staff as of Dec. 31, 2022

## Leadership Team

- Darrell Dalton, DVM, Registrar
- Phil Buote, DVM, Complaints Director and Deputy Registrar
- Jocelyn Forseille, DVM, Assistant Registrar
- Kathy Naum, Manager – Communications and Professional Enhancement



As of Dec. 31, 2022

**Back row left to right:** Sarah Eisner Munn, Mandi Duggan, Margaret Massey, RVT, Kim Cardinal, Lee Anne Winter, Terri Johnson, RVT, Dr. Phil Buote

**Front row left to right:** Lisa Barry, Dr. Jocelyn Forseille, Dr. Darrell Dalton, Kathy Naum, Monica Clair, RVT

**Not pictured:** Tina Skare, RVT, Sandra Ward, Brian Kurylo

## Support Team

- Lisa Barry, Executive Assistant – Complaints and Discipline
- Kim Cardinal, Executive Assistant – Regulatory
- Monica Clair, RVT, Administrator – PIPS
- Mandi Duggan, Administrative Assistant – Communications and Professional Enhancement
- Sarah Eisner Munn, Communications Associate – Communications and Professional Enhancement
- Terri Johnson, RVT, Administrative Assistant – PIPS
- Brian Kurylo, Administrative Assistant – Complaints and Discipline
- Margaret Massey, RVT, Administrator – Registration
- Tina Skare, RVT, Administrative Assistant – PIPS
- Sandra Ward, Administrative Assistant – Registration
- Lee Anne Winter, Receptionist
- Bookkeeping – provided by Preferred Client Services

# Communications

## ENEWS STATS

5,667

Average # of recipients



51

# of issues sent

57%

Open rate



LESS THAN  
1%  
Unsubscribe rate

**ABVMA statistics for 2022 exceed benchmark standards for non-profits, which is 25% open rate.**



The ABVMA communicates regularly with ABVMA members, individuals and/or organizations with a vested interest, and the public.

## Members' Magazine

The ABVMA *Members' Magazine* is published six times per year on a bi-monthly basis. The publication is available in print and digitally on the ABVMA website.

The magazine serves as an official channel for communicating with members about topics related to regulatory matters, their professional obligations as registered members, as well as professional enhancement articles as well as continuing education listings and classified ads.

Highlights of other articles published in 2022:

*Equity, Diversity and Inclusion (EDI) articles:* Pride Month, Inclusive Language, Neurodiversity, National Day for Truth and Reconciliation.

*Member Wellness articles:* Suicide, Healthy Eating Habits, Trauma-Informed Care.

*Practice Management articles:* Performance and Compensation, Growing Leaders in your Practice, Practice Culture, Employee Retention: how to create sticky teams.

*Member Mentions:* this article first appeared in May/June 2021 and has since been a regular feature. It is intended to shine a light on diversity in the profession by highlighting achievements and unique facts about ABVMA members.

The magazine is distributed to over 5,000 members and more than 400 permit holders.

View the magazines online:

<https://www.abvma.ca/site/mainadcelib/membersmagazine?nav=mainsidebar>



## ABVMA Enews

The ABVMA Enews is an official communications channel used to communicate timely information to members.

ABVMA statistics for 2022 exceed benchmark standards for non-profits, which is 25% open rate.

## ABVMA Website and Member Portal

[www.abvma.ca](http://www.abvma.ca)

The website used to communicate ABVMA's professional business and core functions is [www.abvma.ca](http://www.abvma.ca). The site is the dedicated online location for the public register of veterinarians, veterinary technologists, permit holders and the list of active veterinary practice entities. In addition, the website includes information for the public, including access to legislation, information on the complaints and discipline process, registration as an ABVMA member and practice certification. The public site also offers a comprehensive document library and a classified ad and continuing education section.

The member portal is accessible via the website and serves as an access point for members to manage their registration with the ABVMA, and access committee portals and additional resources available to members only.

## Alberta Animal Health Source

[www.albertaanimalhealthsource.ca](http://www.albertaanimalhealthsource.ca)

The Alberta Animal Health Source (AAHS) serves as a source of reliable information for the public related to animal health and the veterinary profession. The intention of AAHS is to inform and educate the public.

Content on AAHS is curated internally and includes sections on pets, horses, livestock, wildlife and careers.

### 2022 Statistics (Jan. - Dec. 31, 2022)

Total site visits: **74,744**

Unique site visitors: **65,150**

Page views: **95,077**

## Top 2022 Content

1. War Horse – The True Story  
**15,131 page views**
2. Accredited Canadian Animal Health Technology Programs  
**6,331 page views**
3. Ticks in Alberta: What You Need to Know  
**6,325 page views**
4. Wild Baby Hares and Proper Handling  
**4,239 page views**
5. What is a Veterinary Technologist  
**4,183 page views**

## Added in 2022

Content is regularly added and updated on the AAHS. Fourteen new articles were published in 2022. Five noteworthy additions are highlighted below.

1. The Veterinary Professional's Role in Combating Climate Change
2. Porcupine Quills in Dogs
3. Coyotes in Urban Areas
4. Wild Boar in Alberta
5. Avian Influenza Cases on the Rise as Wild Bird Migration Begins

## Social Media

ABVMA is present on several platforms with Facebook continuing to have the highest following.



Total impressions: **8,601,763**

Total engagements: **199,616**

Total published posts: **232**



Total Impressions: **59,438**

Total Engagements: **1,805**

Total Published Posts: **312**



Total impressions: **912,552**

Engagements: **1,604**

Total published Posts: **95**



Total impressions: **36,282**

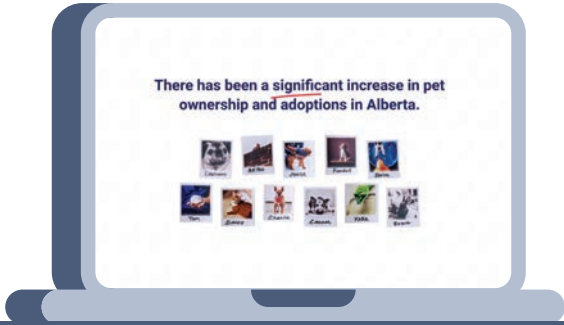
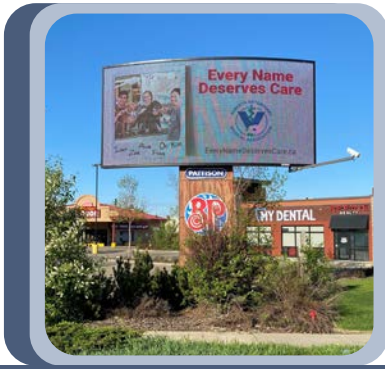
Total engagements: **3,341**

Total published posts: **98**

## ABVMA Members' Facebook Group

The ABVMA Members group on Facebook launched in 2021 to provide an open forum for the exchange of ideas and to promote networking among members.

As of Dec. 31, 2022, the group consisted of 731 registered members, including both veterinarians and veterinary technologists: 88% of the group identify as female, 11% as male, 0% as custom/other. The group generated 158 posts throughout the year.



### Public Communications Campaign Every Name Deserves Care

The “Every Name Deserves Care” Campaign ran from May 1 through Oct. 31, 2022, and the microsite continues to function as a landing page for campaign materials.

**The campaign had four objectives:**

- educate the public on the current workforce shortage in the profession
- inform the public about the responsibilities of pet ownership, and help them understand and set reasonable expectations with regards to accessing veterinary care
- build appreciation and affinity towards the veterinary profession
- support ABVMA members in communicating the current challenges in practice to the public at large

**Audience**

The primary audience was identified as the public and companion animal owners.

The secondary audience was veterinarians, veterinary technologists and veterinary practice employees.

**Creative Concept**

The creative concept sought to capture the audience's attention through a familiar symbol seen in many veterinary practices: a photo wall of patients. The creative will then transfer the affinity the audience feels towards animals onto a strategically located photo of the veterinary team responsible for providing veterinary care to each animal. The key to the concept was the names, handwritten on each photo with care, to personalize each subject, including the veterinary team. The concept then delivers the tagline “Every Name Deserves Care,” resulting in a connection that animal care is a two-way street and veterinary teams also deserve care in the form of patience, respect and compassion.

The print media strategy included billboards throughout Alberta, and advertisements in the *Calgary Herald* and *Edmonton Journal*.

The digital media campaign included YouTube/Google, Meta (Facebook/Instagram), TikTok and Twitter.

**Creative Reach**

The print campaign reach was:

Media	Impressions
Billboards	20,679,208
Print/Newsprint	1,800,000

(2 flights – spring and fall)

The digital campaign reach was:

Visit the microsite [here](https://everynamedeservescare.ca/) or visit: <https://everynamedeservescare.ca/>

Watch the “Every Name Deserves Care” video [here](https://vimeo.com/710861170) or visit: <https://vimeo.com/710861170>



## Veterinary Teams Are Busier Than Ever

A significant increase in pet adoptions has resulted in high caseloads. There are an estimated 3700 pets for every veterinary team in Alberta, many of these teams are short staffed and continue to work long hours to provide the care your animal deserves. To learn more about how you can help your vet help your pet, visit [EveryNameDeservesCare.ca](https://EveryNameDeservesCare.ca)

## Every Name Deserves Care



# Professional Enhancement

Professional enhancement includes various activities intended to support veterinarians and veterinary technologists, and delivery of quality veterinary medical services, thereby protecting the public interest. Professional enhancement delivers numerous programs and events that support students and future members of the association, support member wellness, foster equity, diversity and inclusion (EDI), advance practice management and provide continuing education. A summary of several professional enhancement activities from 2022 are outlined below.

## Programs/Initiatives

### Equity, Diversity and Inclusion

#### ABVMA EDI Statement

The Alberta Veterinary Medical Association (ABVMA) is committed to equity, diversity and inclusion across gender identity, ethnicity, religion, age, neurodiversity, physical or mental ability and sexual orientation. The ABVMA membership is multicultural and we value multiple approaches and different points of view in a safe, positive and collaborative environment.

#### ABVMA EDI Strategy

1. Develop educational materials regarding land acknowledgements for ABVMA members.
2. Increase awareness of the use of pronouns as an inclusive activity.
3. Increase member awareness of EDI issues.

4. Increase diversity in ABVMA communication materials.
5. Continue to reinforce that the organization is acting in an equitable fashion.
6. Develop a clearer picture of who our members are.

In 2022, ABVMA Council approved an EDI Survey of the ABVMA member to further inform and direct the EDI Work of the EDI Advisory Committee, formed in 2021. The survey was completed in fall 2022. For more details on the findings from the report, please see the EDI article on pages 20-21.

Future priorities for EDI will include training for leadership group and ABVMA members, as well as the development of resources for veterinary practices.

#### CVMA Business Management Program

The ABVMA continues to partner with the CVMA in the delivery of the Business Management Program.

The CVMA Business Management Program is contracted to the Ontario Veterinary Medical Association (OVMA). Throughout the year, the program conducts the annual Practice Owners' Economic Survey and Associate DVM Surveys. These surveys yield several reports that are extremely valuable to practices to ensure sustainability, including an annual Economic Report, Suggested Fee Guides, Associate DVM Wage and Non-DVM Wage Reports.



#### CVMA Emerging Leaders Program

Each year, the ABVMA supports the CVMA's Emerging Leaders Program (ELP).

The objectives of the ELP are to help identify and develop leadership skills among Canadian veterinarians, technicians and technologists while building a leadership network within the veterinary profession. ABVMA Council selects two candidates from applications submitted to the CVMA. Candidate sponsorship includes registration, airfare and accommodations to attend the Emerging Leaders Workshop hosted in conjunction with the CVMA Convention.

One candidate's attendance is sponsored by ABVMA, and the second candidate's attendance is sponsored by the CVMA.

Congratulations to Dr. Eoin Clancy and Dr. Luning Zhou who were selected as the 2022 ABVMA attendees of this important program for new graduates.

#### AVMA Veterinary Leadership Conference

Each year the ABVMA sponsors the recipient of the Young Veterinarian of the Year Award to attend the Veterinary Leadership Conference hosted in January by the American Veterinary Medical Association. The young veterinarian award recipient is normally accompanied to the conference by the ABVMA Vice President.

In 2022, the ABVMA was represented by Dr. Natasha Kutryk, ABVMA Vice President.

## Students of the CVMA (SCVMA) Symposium

The ABVMA makes an annual contribution to the Students of the CVMA Symposium, hosted across Canada to support Alberta student attendance at the event. The 2021 and 2022 symposiums were hosted virtually.

## ABVMA Student Leadership Awards

The ABVMA is pleased to provide two student leadership awards each year to an ABVMA student member at University of Calgary, Faculty of Veterinary Medicine (UCVM), and the Western College of Veterinary Medicine (WCVN) in recognition for demonstrating interest and leadership in the professional organization of veterinary medicine by involvement with the ABVMA or other professional associations.

The 2022 recipients were Hannah Sorenson at WCVN and Erin Richards at UCVM. The award includes a \$1,500 cash disbursement to assist the student with their educational expenses.

## Animal Health Technology Student Bursaries

The ABVMA contributes annually to an endowment fund at Northwestern Polytechnic, NAIT, Lakeland College and Olds College to fund student scholarships and bursaries for animal health technology students.

## Agriculture for Life Programs

### Classroom Agriculture Program

The ABVMA continues to hold a seat on the Advisory Committee to the Classroom Agriculture Program (CAP), which is now delivered by Agriculture for Life. After a two-year hiatus, the program is recruiting volunteers and plans to resume delivering the program in 2023. At the time of writing this report, just over 350 teachers have applied to receive a 2023 presentation with a reach of approximately 8,500 students.

CAP delivers classroom presentations to grade four Alberta students to educate them about the importance of agriculture in their everyday lives. The program is delivered by volunteers from various areas of agriculture and range from veterinarians to commodity producers.

Since its inception in 1985, CAP has reached more than 570,000 students.

To learn more about the program, visit: <https://www.classroomagricultureprogram.ca/>

### Know your Food Trailer

ABVMA is a proud sponsor of Agriculture for Life's "Know your Food" trailer that hit the road in 2022. Work on the mobile exhibit started in 2019, but the launch was delayed due to COVID. The "Driving Impact" objective of the trailer is to introduce agriculture to Alberta consumers, teachers, students and more. The trailer is targeted towards junior and senior high school aged youth. In 2022 the trailer travelled

between Lethbridge and Edmonton, with stops at community fairs, festivals, trade shows and schools. Over 15,000 visitors toured the trailer between July and October 2022.

The Know your Food trailer is operated by Agriculture for Life with five founding members and 14 sponsoring supporters. Learn more at: <https://www.knowyourfoodab.ca/>

## Homewood Health

ABVMA members (veterinarians and veterinary technologists), their partner, and immediate family members have access to an employee family assistance program (EFAP), also referred to as the ABVMA member assistance program. The program includes offerings of services to maintain wellness and counselling required by members.

Services offered by the program include counselling/e-counselling services, self-paced e-courses, coaching services and access to numerous resources and webinars. Services can be accessed by phone or via [homewood.ca](https://www.homewood.ca) and are available 24 hours a day/7 days a week/365 days a year.

As of Q3 2022, the service utilization of the program is 1.34%. Ideal service utilization would be 4-5%.

ABVMA will continue to explore ways to promote the program to members and encourage increased utilization.



**Homewood**  
Health | Santé



## ■ Professional Enhancement Continued

### TD Insurance Meloche Monnex Affinity Partnership



The ABVMA maintains an affinity partnership with TD Insurance Meloche Monnex (TDIMM). TDIMM is the #1 Affinity Insurer for Home, Car and Tenant Insurance In Canada. ABVMA members receive preferred rates from TDIMM on the home, car and tenant insurance. A percentage of all policies written is donated back to the association in the form of sponsorship for events such as Registration Days and events hosted during Leadership Weekend.

### Plane for Ukraine



ABVMA, ABVTA and WDDC have collaborated to establish a means for the veterinary profession to support humanitarian relief in Ukraine through donation of medical supplies. The Plane for Ukraine initiative is a group of not-for-profit organizations and volunteers with leadership and logistics support from Consulate General of Ukraine in Edmonton and Firefighter Aid Ukraine. The Canadian Ukrainian Congress is a partner of Firefighter Aid for Ukraine.

Thanks to the generous donations of Alberta veterinary practices, veterinarians, technologists and WDDC, a pallet of supplies was moved to the Plane for Ukraine warehouse on May 17, 2022, valued at \$13,000.

## Events

### Mind the Gap Webinar Series, Jan. 13-March 3, 2022



#### Co-hosted with the Alberta Veterinary Technologist Association

Between January 13 and March 3, 2022, the ABVMA, in partnership with the ABVTA, hosted a weekly webinar series called Mind the Gap, facilitated by Coral Doherty, RVT, and founder of Better Mental Health for the Future.

The eight-week webinar series was hosted to provide education about workplace psychological health and safety to improve workload, time management and employee engagement. The series introduced attendees to the 13 factors known to impact psychological safety. Materials covered during the series included an introduction to psychological health and safety management systems, leadership commitment and workplace assessments, business alignment, change management and the psychosocial lens.

The series was well attended by over 130 veterinarians, veterinary technologists and hospital staff.

### Leadership Weekend, June 17-19, 2022

ABVMA celebrated the 20th anniversary of Leadership Weekend in 2022 with the first in-person weekend hosted since February 2020, as

the 2021 event was hosted virtually due to the pandemic. The weekend was moved from its regular dates in February to ensure an in-person event could be held safely.

Weekend objectives include:

- training in governance issues and other leadership topics
- a forum for exchange of ideas between committees and Council
- an opportunity for the membership to celebrate colleagues at the Member Recognition Banquet
- an opportunity for the ABVMA to be highlighted to affiliated organizations and to the government
- opportunity to get to network and get to know one another

Sessions/events hosted during the weekend:

- Professor Timothy Caulfield, University of Alberta, From Ivermectin to Drinking Cow Urine: Is misinformation killing us?
- Overview of the Governance and Structure of the ABVMA
- Association Activities Update – interactive session with attendee input
- Lee Crowchild, Treaty 7, Chief of Tsuut'ina First Nation, Land Acknowledgements
- Janice Makokis, Aboriginal and First Nation Expert, Truth Before Reconciliation
- Complaints and Discipline Deconstructed
- ABVMA/ABVTA Member Recognition Banquet
- Leadership Group Workshop; The Role of the Leader in Creating a Cohesive Culture, Dr. Wendy Hauser, Peak Veterinary Consulting



## Welcome to the Profession Event, Class of 2026, Aug. 29, 2022



### UNIVERSITY OF CALGARY FACULTY OF VETERINARY MEDICINE

The Alberta Veterinary Medical Association (ABVMA) and the Canadian Veterinary Medical Association (CVMA) jointly hosted the annual Welcome to the Profession Event for the incoming class of 2026 to the University of Calgary, Faculty of Veterinary Medicine (UCVM). The event was held in person for the first time since 2019. The associations welcomed 55 future veterinarians to the profession during this annual event.

ABVMA President Dr. Daren Mandrusiak, CVMA President Dr. Chris Bell and UCVM Dean Dr. Renate Weller spoke to the students about the beginning of their four-year journey as young veterinary students. Students were presented with stethoscopes from the ABVMA and white lab coats from the CVMA. The evening closed with the recitation of the Veterinary Oath and the UCVM Honour Code.



### UNIVERSITY OF SASKATCHEWAN

Western College of  
Veterinary Medicine

One Alberta student was also welcomed into the class of 2026 at the Western College of Veterinary Medicine event hosted in September 2022.

ABVMA values the ongoing relationship to WCVMA and has representation on the WCVMA Advisory Council, with Dr. Karen Allen serving as ABVMA representative.

## CanWest Veterinary Conference, Oct. 15-18, 2022



For the first time since 2019, the CanWest Veterinary Conference was held in person at the Fairmont Banff Springs Hotel and Conference Centre! The conference saw record-breaking numbers across five learning tracks, with a total 1,055 participants attending over the three days.

Five pre-conference wet labs were hosted on Friday, October 14, in partnership with the University of Calgary, Faculty of Veterinary Medicine.

In addition to continuing education, five social events were hosted: the Meet and Greet on Saturday night, the Welcome Reception on Sunday evening, the Fun Run/Walk and two yoga classes on Monday evening.

CanWest played host to several other organizations that held events in conjunction with the conference including:

- The Alberta Veterinary Technologist Association, with greetings from MLA Jackie Lovely
- The Canadian Veterinary Medical Association
- Christian Veterinary Mission Canada
- Western College of Veterinary Medicine Alumni

The ABVMA would like to thank our speakers, moderators, attendees and industry partners for attending the event.

**The 2023 CanWest Veterinary Conference is scheduled for Oct. 14-17, 2023, in Banff, AB.**

## 2022 CanWest Registration Statistics

### By Category

Veterinarians – 305  
Veterinary Technologists – 130  
Students – 13  
Speakers – 29  
Staff – 31  
Moderators – 3  
Practice Staff – 44  
Industry Representatives – 263  
Invited Guests – 5

### By Region

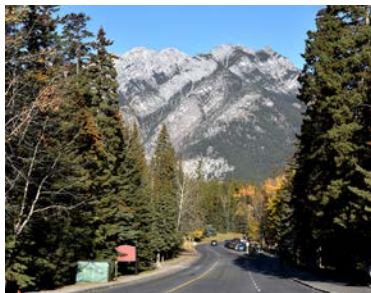
Canada – 1,008  
Alberta – 635  
British Columbia – 115  
Manitoba – 24  
New Brunswick – 4  
Newfoundland – 1  
Nova Scotia – 2  
Ontario – 149  
PEI – 1  
Quebec – 33  
Saskatchewan – 40  
Other/Not Identified – 4  
  
USA – 39  
UK – 2  
Other – 1



CANWEST VETERINARY  
CONFERENCE

## Mental Health First Aid, November 2022

Two Mental Health First Aid (MHFA) courses, one in Edmonton and one in Calgary, were held in person in November 2022. Venues were selected to accommodate social distancing requirements, and session attendance was 14 in Calgary and 15 in Edmonton. MHFA courses are planned annually each November for ABVMA members. The next courses are planned for November 2023.



## ABVMA Events and Activities

The ABVMA was pleased to return to in-person events in 2022. Here are some moments from Leadership Weekend, the Welcome to the Profession Event, various Government Relations activities and the CanWest Veterinary Conference.







## ABVMA Policy Regarding Telemedicine

**Phil Buote, DVM**  
**Interim Registrar/CEO and Complaints Director**  
**Alberta Veterinary Medical Association**

### **IN 2019, ABVMA COUNCIL APPROVED**

ABVMA Policy – Telemedicine. This was months before the COVID pandemic required veterinary practices to comply with public health measures and adapt with innovations such as curbside practice and telemedicine. COVID propelled telemedicine into the spotlight.

Though perhaps not evident at the time, telemedicine was being used frequently in all types of practices prior to COVID. Initially phone calls, but later texts, photos, videos and emails have long been used for the exchange of information between the veterinary team and clients to support delivery of veterinary medical services.

With COVID public health measures restricting in-person access to veterinary professionals and also driving innovation and acceptance of online real-time video communication, opportunities for veterinary practices to incorporate telemedicine emerged.

Council policy supports the use of telemedicine by veterinary professionals within the existing legislation. This means that services provided through telemedicine must be consistent with the standard of care and scope of practice for hands-on care.

Members using telemedicine need to consider how the services will meet their obligations

for other legislation and policy, including veterinarian-client-patient relationship (VCPR), Practice Inspection and Practice Standards (PIPS), prescribing and dispensing, continuity of care, medical records and supervision of veterinary technologists.

Council recognizes the value of telemedicine to improve access to veterinary care, augment the patient visit and improve animal health and welfare. It is also clear that telemedicine is not a unique and novel way to practice veterinary medicine.

Telemedicine is also viewed as a tool that will help veterinary practices deal with critical shortages of veterinary professionals to ensure access to care for clients.

### **Prescribing Drugs**

Within the context of a valid VCPR and adhering to the professional obligations to appropriately prescribe, telemedicine is a valuable tool and is used frequently to support decisions by veterinarians to prescribe a drug.

In addition to establishing a valid VCPR, a veterinarian must undertake some investigation to determine the medical need for a drug in order to issue a prescription. ABVMA policy regarding prescribing and dispensing pharmaceuticals has been clear since 2017 that within an existing, valid VCPR, a veterinarian may use telemedicine to collect the necessary information to determine the medical need to prescribe a drug.

Although a hands-on examination of an animal or group of animals is a cornerstone to diagnosis and prescribing treatment, not in every instance must an animal be examined in person, where a valid VCPR exists, in order to prescribe a drug.

### **VCPR**

Council policy on establishing a valid VCPR has not changed with the advancement of telemedicine. The VCPR is the foundational basis for professional interactions between veterinary professionals, clients and patients. The VCPR is vital to the provision of veterinary medical services and the health of animal and exists when a veterinarian establishes a relationship with a client to provide veterinary medical services and has appropriate professional knowledge about the animal or group of animals. The knowledge about the animals is normally by virtue of an examination of the animals, by medically appropriate and timely visits to the premises where the animals are kept or by both examination and visits.

A VCPR cannot be established through telemedicine alone.

Notwithstanding, Council has considered what aspects of veterinary medicine may be practiced when all the conditions of a VCPR are not satisfied.

In certain exceptional circumstances where a VCPR has not been established, a veterinarian may determine through their professional judgement that there is sufficient information obtained through telemedicine or virtual means (virtual examination of animal(s) or virtual site visit) to prescribe treatment if:

- ❶ Through the virtual examination of the animal(s) or virtual site visit, the veterinarian has conducted sufficient investigation and collected sufficient information to arrive at a diagnosis and determine the medical need for a prescribed drug,
- ❷ The quantity of the drug prescribed is limited to an immediate, short-term need or is the minimum amount necessary to allow the client a reasonable opportunity to obtain in-person veterinary services for the animal(s) or group of animals,
- ❸ The veterinarian is readily available to manage adverse reactions to the drug or failure of the regimen of therapy,
- ❹ No prescribing of controlled drugs is permitted in these circumstances, and
- ❺ The veterinarian assumes responsibility and accountability for the case.

## Council Policy Review

It is common that industry disruptors will advance policy. In response to innovations and requests from members, Council struck a policy research committee to review and amend policy related to telemedicine. This included discussions around veterinarian-client-patient relationship, teletriage, telesupervision and inter-jurisdictional practice.

Council has approved revised the policies Telemedicine – Professional Standard and Veterinarian-Client-Patient Relationship (VCPR) – Professional Standard, which have been posted to members.

ABVMA is undertaking communications to members and the public on these updated policies. They will accommodate access to veterinary medical services, particularly during this acute shortage of veterinary professionals, while maintaining the high standards for delivery of veterinary medical services and protecting the integrity of the veterinary profession.

COUNCIL RECOGNIZES THE  
VALUE OF TELEMEDICINE  
TO IMPROVE ACCESS  
TO VETERINARY CARE,  
AUGMENT THE PATIENT  
VISIT AND IMPROVE ANIMAL  
HEALTH AND WELFARE.





# CELEBRATING ACHIEVEMENTS



# Member Awards

Each year, the ABVMA recognizes the excellence and long service of members with the presentation of ABVMA recognition and service awards.

## 2021 ABVMA Awards Presented in 2022

Presented at the Awards Recognition Ceremony on June 18, 2022.

### ABVMA Veterinarian of the Year

This award is presented to a veterinarian member who has made an outstanding contribution to veterinary medicine or veterinary science.

#### 2021 RECIPIENT

**Dr. Denis Nagel**

WCVM 1983





### **ABVMA Meritorious Service Award**

This award is presented in recognition of outstanding service to the ABVMA.

**2021 RECIPIENT**

**Dr. Margaret Fisher**

WCVN 1990



### **ABVMA Young Veterinarian of the Year Award**

This award is presented to a new member (graduated within the last five years) who has shown enthusiasm for veterinary medicine and demonstrated leadership in the profession, particularly within the ABVMA.

**2021 RECIPIENT**

**Dr. Erin Denny**

UCVM 2018



### **ABVMA Outstanding Mentor – Practice Award**

This award is presented to a practice, or a group of practices in recognition of creating an environment of mentorship that helped to launch the career of a young practitioner or practitioners.

**2021 RECIPIENT**

**Horizon Veterinary Group Ltd.**



### ABVMA Communications Award

This award is presented to a member, or group of members in recognition of their efforts to enhance the image of the veterinary profession.

#### 2021 RECIPIENT

**Becky Taylor, RVT**

Fairview 1993



### ABVMA Outstanding Mentor – Individual Award

This award is presented to a member for demonstration of individual characteristics of mentorship who has a large impact on the career of another member or members.

This award was created to recognize excellence in mentorship.

#### 2021 RECIPIENT

**Dr. Brian Taylor**

OVC 1983



### ABVMA Veterinary Technologist of the Year Award

This award is presented to a veterinary technologist who has made an outstanding contribution to veterinary medicine or veterinary science.

#### 2021 RECIPIENT

**Jodine Ure, RVT**

Olds College 1991

For full bios on the major award recipients visit:

[abvma.ca > ADS/CE/LIBRARY > 2022 Members' Magazine July/Aug](#)  
(for Veterinarian of the Year)

[abvma.ca > ADS/CE/LIBRARY > 2022 Members' Magazine Sept/Oct](#)  
(for all other awards).

## Long Service Awards

The ABVMA recognizes ABVMA members (both veterinarians and technologists) for service as registered members of the association in 35-year and 50-year categories.

### 35 YEAR ABVMA Recognition Awards

Dr. Colleen Begg  
Dr. James Bilenduke  
Dr. Kelly Burgess  
Dr. Terrie Faber  
Dr. Ross Foulston  
Dr. Kent Fruson  
Dr. Gerald Hauer  
Dr. Daniel Joffe  
Dr. Keith Jorgensen  
Dr. Kenneth Little  
Dr. S. Chris Misutka  
Dr. Douglas Morck  
Dr. Laverne Nikiforuk  
Dr. Cindy Nowle  
Dr. Irene Phillips  
Dr. Colleen Pratt  
Dr. Robyn Rodgers  
Dr. Martin Schiebel

### 50 YEAR ABVMA Recognition Awards

Dr. Eugene Janzen  
Dr. George Long  
Dr. John (Jack) Wilson

### 35 YEAR ABVTA Recognition Awards

Karen Dow-Cazal, RVT  
Karen Langtved, RVT  
Sherry Lee, RVT  
Shauna Lesick, RVT  
Cindy Luniw-Adsit, RVT  
Theresa McDermott, RVT  
Maryon Siemens, RVT

## Volunteer Recognition Awards

ABVMA also acknowledges the critical role volunteers play in the success of the association. Twenty-seven committee volunteer recognition awards were presented in 2022, made up of both veterinarians and veterinary technologists.

The ABVMA proudly partners with the ABVTA to host this event each February. The ABVTA also presented four major awards: the ABVTA Appreciation Award, the ABVTA Meritorious Service Award, ABVTA Technologist of the Year Award and the ABVTA Lucille Landals Emerging Leaders Award.



# FINANCIAL REPORTS



# Independent Auditor's Report

## To the Members of Alberta Veterinary Medical Association

### Opinion

We have audited the financial statements of Alberta Veterinary Medical Association (the Association), which comprise the statement of financial position as at October 31, 2022, and the statements of changes in members' equity, operations and cash flow for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Association as at October 31, 2022, and the results of its operations and cash flow for the year then ended in accordance with Canadian accounting standards for not for profit organizations (ASNPO).

### Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Association in accordance with ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities

in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter - Reclassification of Members' Equity

We draw attention to Note 3 of the financial statements, which describes circumstances which lead to reclassification of the opening balances of certain members' equity accounts. Our opinion is not modified in respect of this matter.

### Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with ASNPO, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless

management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

### Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:



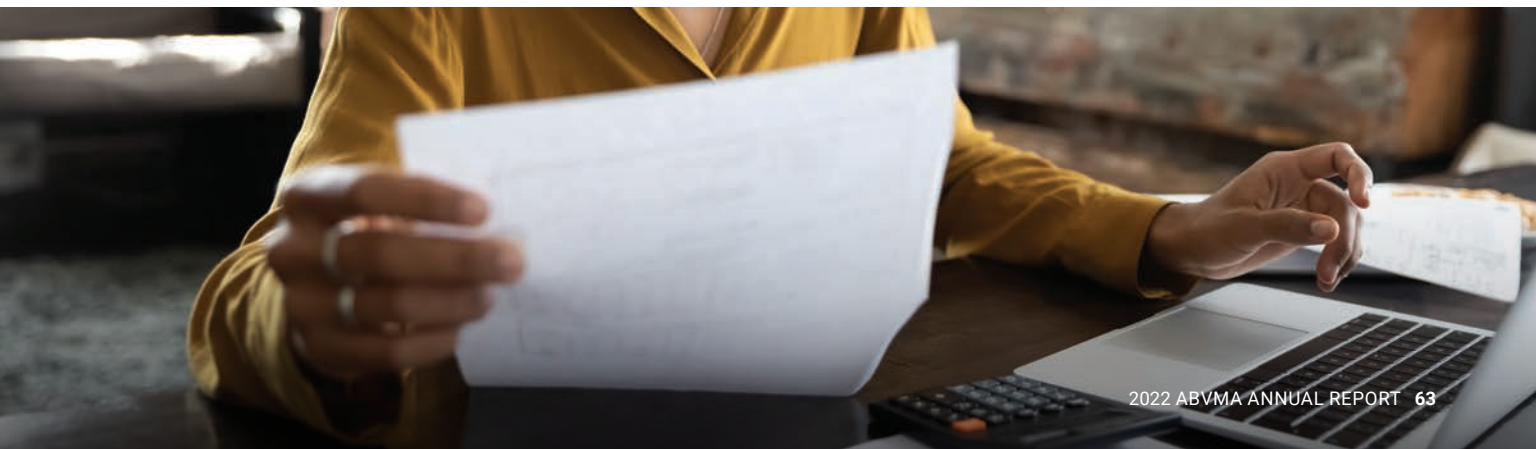
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

*Kingston Ross Pasmak LLP*

**Kingston Ross Pasmak LLP**

Chartered Professional Accountants



# Statement of Financial Position

YEAR ENDED OCTOBER 31, 2022

	2022	2021 (Note 3)
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 904,783	\$ 594,865
Accounts receivable (Note 4)	125,591	413,222
Goods and Services Tax recoverable	39,289	13,560
Investments due within one year (Note 7)	254,410	303,161
Prepaid expenses	81,051	86,401
	<b>1,405,124</b>	<b>1,411,209</b>
OTHER ACCOUNTS RECEIVABLES (Note 4)	428,231	277,137
PROPERTY AND EQUIPMENT (Note 5)	65,139	85,853
INTANGIBLE ASSETS (Note 6)	39,215	51,836
INVESTMENTS (Note 7)	1,759,882	1,479,497
	<b>\$ 3,697,591</b>	<b>\$ 3,305,532</b>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities (Note 8)	\$ 819,282	\$ 313,495
Deferred project revenue (Note 9)	37,127	41,791
Deferred operating revenue (Note 10)	839,733	782,501
	<b>1,696,142</b>	<b>1,137,787</b>
COMMITMENTS (Note 11)		
<b>MEMBERS' EQUITY</b>		
Unappropriated members' deficit	-	-
Operating reserve	1,897,095	2,030,056
Investment in property and equipment	65,139	85,853
Investment in intangible assets	39,215	51,836
	<b>2,001,449</b>	<b>2,167,745</b>
	<b>\$ 3,697,591</b>	<b>\$ 3,305,532</b>

ON BEHALF OF THE BOARD



Dr. Darrell Dalton

Director



Dr. Daren Mandrusiak

Director

See notes to financial statements.

# Statement of Changes in Members' Equity

YEAR ENDED OCTOBER 31, 2022

	Unappropriated Members	Operating Reserve	Program Reserve	Professional Wellness Reserve	Investment in Property and Equipment	Investment in Intangible Assets	2022	2021
<b>Balance beginning of year</b> (Note 3)	-	\$ 2,030,056	-	-	\$ 85,853	\$ 51,836	<b>\$ 2,167,745</b>	\$ 1,684,561
Deficiency revenues over expenses	(166,296)	-	-	-	-	-	<b>(166,296)</b>	483,184
Investment in property and equipment	(1,503)	-	-	-	1,503	-	-	-
Transfer between reserves	167,799	(132,961)	-	-	(22,217)	(12,621)	-	-
<b>BALANCE end of year</b>	-	\$ 1,897,095	-	-	\$ 65,139	\$ 39,215	<b>\$ 2,001,449</b>	\$ 2,167,745

See notes to financial statements.

# Statement of Operations

YEAR ENDED OCTOBER 31, 2022

	2022 (Budget - unaudited)	2022	2021
<b>REVENUES</b>			
<b>Registration</b>			
Veterinarian registration	\$ 3,121,864	\$ 3,295,182	\$ 3,012,872
Veterinary Technologists registration	436,000	501,394	418,108
Permits to practice for a corporation	93,250	109,201	91,197
Administrative fees	81,000	108,969	87,345
<b>Professional wellness</b>			
General	-	25,316	25,905
<b>Other revenue</b>			
CanWest (Schedule 3)	557,900	715,689	161,303
Communications - newsletter/magazine/roster	317,000	333,296	311,728
Practice inspections	227,450	244,137	270,200
Discipline and complaints program	200,000	115,893	413,389
Investment income	42,000	74,467	37,910
Program activity (Schedule 1)	591,500	55,222	187,935
	\$ 5,667,964	\$ 5,578,766	\$ 5,017,892

See notes to financial statements.

# Statement of Operations *(continued)*

YEAR ENDED OCTOBER 31, 2022

	2022 (Budget - unaudited)	2022	2021
<b>EXPENSES</b>			
<b>Governance</b>			
Council and other committee meetings	222,000	336,197	152,034
Leadership weekend	220,000	162,504	116,152
Representation/delegation	190,000	44,121	68,712
<b>Communications</b>			
Publication and website	232,080	252,010	210,501
Student programs	29,000	36,184	17,462
Public relations and awards	20,000	33,259	18,537
<b>Administration</b>			
Wages and benefits	1,246,984	1,292,527	1,164,835
Office operations (including amortization)	1,043,380	1,098,411	1,018,520
Bad debts (Note 4)	-	280,945	102,315
Office rent	165,200	165,186	165,186
Credit cards	135,000	150,420	134,999
Professional services	31,500	114,893	30,500
General legal fees	30,000	31,418	27,476
Postage and courier	24,000	16,092	21,135
<b>Other expenses</b>			
CanWest (Schedule 3)	675,000	675,124	172,457
Discipline and complaints program	565,250	415,770	596,334
Practice inspection	231,130	251,840	207,287
Public Awareness Campaign	-	227,207	-
Professional wellness	55,250	68,613	53,857
Program activity (Schedule 1)	550,200	52,391	214,840
Triplicate prescription program	35,000	34,000	34,000
Continuing education	-	5,950	7,569
	<b>5,700,974</b>	<b>5,745,062</b>	<b>4,534,708</b>
<b>(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES</b>	<b>\$ (33,010)</b>	<b>\$ (166,296)</b>	<b>\$ 483,184</b>

See notes to financial statements.

# Statement of Cash Flow

YEAR ENDED OCTOBER 31, 2022

	2022	2021
<b>OPERATING ACTIVITIES</b>		
(Deficiency) excess of revenues over expenses	\$ (166,296)	\$ 483,184
Items not affecting cash:		
Changes in unrealized fair value of investments	(11,140)	-
Depreciation and amortization	34,838	35,886
	(142,598)	519,070
Changes in non cash working capital:		
Accounts receivable	150,389	(194,189)
Prepaid expenses	5,350	(16,192)
Accounts payable and accrued liabilities	461,262	(69,543)
Wages payable	4,944	(25,403)
Deferred project revenue	(4,663)	(134,082)
Deferred operating revenue	57,232	115,847
	674,514	(323,562)
Cash flow from operating activities	531,916	195,508
<b>INVESTING ACTIVITIES</b>		
Purchase of property and equipment	(1,503)	(1,919)
Redemption of investments	303,161	445,822
Purchase of investments	(523,656)	(565,000)
Cash flow used by investing activities	(221,998)	(121,097)
<b>INCREASE IN CASH</b>	309,918	74,411
<b>CASH - BEGINNING OF YEAR</b>	594,865	520,454
<b>CASH - END OF YEAR</b>	\$ 904,783	\$ 594,865
<b>CASH CONSISTS OF:</b>		
Bank accounts	\$ 1,021,750	\$390,906
Outstanding cheques	(124,573)	(78,029)
Outstanding deposits	-	3,925
Investment cash and savings accounts	7,606	278,063
	\$ 904,783	\$ 594,865



# Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

## 1. PURPOSE OF THE ASSOCIATION

The Alberta Veterinary Medical Association (the "Association") is the professional regulatory organization responsible for regulating the practice of veterinary medicine in the province of Alberta. All veterinarians and veterinary technologists practicing veterinary medicine in Alberta must be registered with the Association. The Association serves the public through self governance in accordance with the *Veterinary Professional Act*. This includes registration, a discipline and complaints process, practice inspection and the setting and maintenance of high levels of practice standards. The Association is a not for profit medical organization under the *Canadian Income Tax Act* and, as such, is not subject to income tax.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements have been prepared in accordance with Canadian accounting standards for private enterprises. Significant accounting policies observed in the preparation of the financial statements are summarized below.

### Revenue recognition

Alberta Veterinary Medical Association follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Registration dues (including veterinarian registration, veterinary technologies registration, permits to practice for a coronation and administration fees) are invoiced by the Association to its members on a calendar year basis and are recorded as income once cash is received on a straight line basis over the 12 month period.

Other revenue (including discipline and complaints programs, program activities, communications, practice inspections and investment interest) is recognized into income when services were provided and the dollar amount is measurable.

### Cash and cash equivalents

Cash and cash equivalents consist of cash on deposit less cheques issued and outstanding plus highly liquid short term investments. Included in cash is \$85,456 (2021 \$82,625) that is restricted for the Radiation Protection Program.

### Property and equipment

Property and equipment is stated at cost or deemed cost less accumulated amortization and is amortized over its estimated useful life at the following rates and methods:

Leasehold improvements  
5 years straight-line method

Furniture and fixtures  
20% declining balance method

In the year of purchase, amortization on property and equipment is taken at one half of the normal amount.

Property and equipment acquired during the year are not amortized until they are available for use.

### Intangible assets

Intangible assets are comprised of assets that lack physical substance, stated at cost or deemed cost less accumulated amortization and are amortized over their estimated useful lives on a straight line basis at the following rates:

Database 10 years

In the year of acquisition, amortization on intangible assets is pro rated based on the acquisition date.

### Investment

The Association's investment Tails of Help, of which it owns 33% of the outstanding voting shares, is accounted for by the cost method (as detailed in Note 14).

### Financial instruments

Financial assets and financial liabilities are initially measured at fair value, and, unless otherwise noted, Association subsequently measures its financial instruments at amortized cost.

Investments consist of guaranteed investments certificates and are measured at cost plus accrued interest with any changes recorded in the statement of operations.

The measurement basis for related party financial instruments is disclosed in Note 14.

### Measurement uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not for profit organizations

# Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the period. The following amounts are subject to measurement uncertainty: collectibility of accounts receivable, the useful lives of property and equipment and intangible assets and the corresponding rates of amortization, the amount of accrued liabilities, allocated expenses and the amount of revenue to be deferred and recognized. These estimates are periodically reviewed and any necessary adjustments are reported in earnings in the period in which they become known. Actual results could differ from these estimates.

## Statement of Cash Flow

The Association is using the indirect method in its presentation of the Statement of Cash Flow.

## Members' equity

The Members' equity of the Association consist of the unappropriated members' deficit, investment in property and equipment, intangible assets, operating program, and professional wellness reserves.

The Association relies mainly on the Members' registration dues to finance its operations. The funds available are allocated to the various programs based on the priorities identified by the Council. The objective of the Operating Reserve is that an amount of 45% of the Annual Operating Budget is set aside

as a reserve for operations. Pursuant to the Association's internal financial guidelines, the CanWest Veterinary Conference and Projects and Programs each operate pursuant to their own budget and are not included in the annual operating budget.

## Allocated expenditures

Expenditures which benefit more than one program of the Association are allocated among the functions. Salaries and benefits are allocated amongst programs based on hours spent. All other operating expenses are allocated amongst programs in accordance to the nature of each expenditure. General support expenses classified under "Administration" on the Statement of Operations are not allocated.

## 3. RECLASSIFICATION OF MEMBERS' EQUITY

During the year, Management identified an error in the classification of certain reserve account balance. Reserves had been created or increased

by amounts that exceeded the surplus balance in the unappropriated member equity. To correct this, reclassifications to the opening balances of

the unappropriated members' deficit, operating program, professional wellness and operating reserves were required as follows:

	AS ORIGINALLY STATED	RECLASSIFICATION	AS RESTATED
Unappropriated members	\$ (259,867)	\$ 259,867	\$ -
Operating reserves	2,072,177	(42,121)	2,030,056
Program reserve	250,000	(250,000)	-
Professional Wellness reserve	(32,254)	32,254	-
	<u>\$ 2,030,056</u>	<u>\$ -</u>	<u>\$ 2,030,056</u>

The net impact to members' equity was \$nil.

# Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

## 4. CURRENT AND OTHER ACCOUNTS RECEIVABLES

	2022	2021
Current portion accounts receivable		
Professional wellness	\$ 276,881	\$251,502
Discipline and complaints program	180,947	355,422
Trade accounts receivable	88,864	49,467
Allowance for doubtful accounts Discipline and complaints program	(153,676)	(207,872)
Allowance for doubtful accounts Professional wellness	(267,425)	(35,297)
Current accounts receivable	125,591	413,222
Long term portion accounts receivable		
Discipline and complaints program	393,631	277,137
Professional wellness	34,600	-
Other accounts receivable	428,231	277,137
	\$ 553,822	\$ 690,359

Discipline and complaints program receivables are non interest bearing and have varied repayment terms set by the Hearing Tribunal. The tribunal will provide direction to the members for a schedule of payment.

During the year, the Association recorded bad debt expense of \$13,519 (2021 - \$102,315) relating to uncollectible amounts for the discipline and complaints program.

Professional wellness receivables are non interest bearing and have varied repayment

terms. The Association negotiates repayment terms with the individual members.

During the year, the Association recorded bad debt expense of \$267,425 (2021 - \$nil) relating to uncollectible amounts for professional wellness.

## 5. PROPERTY AND EQUIPMENT

	COST	ACCUMULATED AMORTIZATION	2022 NET BOOK VALUE	2021 NET BOOK VALUE
Leasehold improvements	\$ 126,410	\$ 85,611	\$ 40,799	\$ 57,119
Furniture and fixtures	166,801	142,461	24,340	28,734
	\$ 293,211	\$ 228,072	\$ 65,139	\$ 85,853

Amortization provided for in the current year totaled \$22,217 (2021 - \$23,263).

## Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

### 6. INTANGIBLE ASSETS

	COST	ACCUMULATED AMORTIZATION	2022 NET BOOK VALUE	2021 NET BOOK VALUE
Database	\$ 126,216	\$ 87,001	\$ 39,215	\$ 51,836
Website	67,551	67,551	-	-
	<b>\$ 193,767</b>	<b>\$ 154,552</b>	<b>\$ 39,215</b>	<b>\$ 51,836</b>

Amortization provided for in the current year totaled \$12,622 (2021 - \$12,622).

### 7. INVESTMENTS

	2022	2021
\$150,000, 4.60% Royal Bank of Canada Guaranteed Investment Certificate due August 3, 2027	\$ 151,682	\$ -
\$150,000, 4.60% Bank of Nova Scotia Guaranteed Investment Certificate due August 3, 2027	151,682	-
\$100,000, 2.39% Duo Bank Canada Guaranteed Investment Certificate due December 23, 2024	102,043	102,043
\$100,000, 2.30% Laurentian Bank Guaranteed Investment Certificate due January 6, 2027	101,878	-
\$100,000, 2.80% Canadian Tire Bank Guaranteed Investment Certificate due March 1, 2023	101,864	101,864
\$100,000, 2.80% Peoples Trust Guaranteed Investment Certificate due March 1, 2023	101,864	101,864
\$100,000, 1.72% ICICI Bank Canada Guaranteed Investment Certificate due March 26, 2026	101,032	100,000
\$100,000, 1.19% LBC Trust Guaranteed Investment Certificate due December 22, 2025	101,020	100,000
\$100,000, 1.78% Home Equity Bank Guaranteed Investment Certificate due June 11, 2026	100,692	100,000
\$50,000, 2.30% PC Bank Guaranteed Investment Certificate due August 27, 2024	100,410	100,403
\$100,000, 1.78% KEB Hana Bank Canada Guaranteed Investment Certificate due August 4, 2026	100,390	100,000
\$100,000, 1.36% Equitable Bank Guaranteed Investment Certificate due October 27, 2025	100,015	100,011
\$75,000, 1.85% CDN Western Bank Guaranteed Investment Certificate due June 23, 2025	75,494	75,490
\$73,655, 1.40% Bank of Nova Scotia Senior Fixed Rate Notes due November 1, 2027	74,069	-
\$65,000, 1.50% Manulife Bank Guaranteed Investment Certificate due March 1, 2026	65,585	65,000
\$60,000, 2.37% Manulife Trust Guaranteed Investment Certificate due December 23, 2024	61,216	61,216
\$60,000, 1.90% Home Trust Company Guaranteed Investment Certificate due July 27, 2026	60,303	60,000
\$60,000, 1.50% CDN Western Bank Guaranteed Investment Certificate due July 7, 2025	60,286	60,284
\$50,000, 2.30% B2B Bank Guaranteed Investment Certificate due January 1, 2027	50,936	-
\$50,000, 2.36% Versabank Guaranteed Investment Certificate due April 3, 2023	50,682	50,682

## Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

	2022	2021
\$50,000, 2.20% General Bank of Canada Guaranteed Investment Certificate due August 14, 2023	50,253	50,238
\$50,000, 2.31% General Bank of Canada Guaranteed Investment Certificate due August 12, 2024	50,241	50,250
\$40,000, 1.46% Home Trust Company Guaranteed Investment Certificate due December 22, 2025	40,501	40,000
\$35,000, 1.10% CDN Western Bank Guaranteed Investment Certificate due August 7, 2025	35,090	35,089
\$25,000, 1.10% CDN Western Bank Guaranteed Investment Certificate due August 7, 2025	25,064	25,063
\$50,000, 3.10% B2B Bank Guaranteed Investment Certificate redeemed during the year	-	50,012
\$100,000, 2.50% Laurentian Bank Guaranteed Investment Certificate redeemed during the year	-	102,062
\$100,000, 3.05% SBI Canada Bank Guaranteed Investment Certificate redeemed during the year	-	100,744
\$50,000, 3.02% Versabank Guaranteed Investment Certificate redeemed during the year	-	50,343
	2,014,292	1,782,658
Investments maturing within one year	(254,410)	(303,161)
	<b>\$ 1,759,882</b>	1,479,497

## 8. ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2022	2021
Accounts payable and accrued liabilities	\$ 783,728	\$ 287,500
Wages payable	26,991	22,048
Credit card payable	8,563	3,947
	<b>\$ 819,282</b>	\$ 313,495

## Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

### 9. DEFERRED PROJECT REVENUE

Deferred project revenue consists of funds received that are restricted for specific purposes or related to future periods, as follows:

		2022		2021
Radiation Protection Program	\$	28,876	\$	28,876
John Waters Workshop		8,251		12,915
	\$	37,127	\$	41,791

John Waters Workshop deferred revenue consists of funds received that are externally restricted for a workshop in a future period, while Radiation Protection Program deferred revenue consists of funds received for registration and renewal fees related to a future period.

Refer to Schedule 1 for Program Activity.

### 10. DEFERRED OPERATING REVENUE

Deferred operating revenue consists of funds received for registration dues relating to a future period, as follows:

		2022		2021
Veterinary registration	\$	590,571	\$	541,939
Practice Inspection renewals		108,879		104,687
Veterinary Technologist registration		81,047		78,662
Alberta Veterinary Technologist Association (ABVTA) student members		39,785		39,117
Permits to Practice for a Corporation		19,451		18,096
	\$	839,733	\$	782,501



# Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

## 11. COMMITMENTS

The Association leases premises under a long-term lease that expires on July 31, 2024. Under the lease, the Association is required to pay a base rent of \$157,320 for the first five year term and \$165,186 for the second five year term. In addition to the above base rent, the Association must pay for its proportionate share of operating costs, utilities, property taxes, maintenance and other related costs for the leased premises. Future minimum lease payments as at year end are as follows:

2023	\$	294,421
2024		220,816
	\$	515,237

The Association also has long term lease with respect to its equipment. The leases contain renewal options and provide for maintenance costs. Future minimum lease payments as at year end are as follows:

2023	\$	95,891
2024		82,507
2025		15,588
2026		9,093
	\$	203,079

The Association has committed to annually contribute \$3,000 to the Students of the Canadian Veterinary Medical Association Symposium to support a student member of the Association.

## 12. BUDGET

The Council approved the 2022 budget on September 1, 2021.

## 13. FINANCIAL INSTRUMENTS

The Association is exposed to various risks through its financial instruments. The following analysis provides information about the Association's risk exposure and concentration as of October 31, 2022. Unless otherwise noted, the Association's risk exposure has not changed from the prior year.

### (a) Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The Association is exposed to credit risk from members, and the maximum exposure to this risk is the carrying value of accounts receivable on the balance sheet. The Association has three members that account for 71% (2021 - three members that account for 80%) of the discipline receivables, two members that account for 90% (2021 - three members that account for 97%) of the wellness receivables and three customers that account for 49% (2021 - two customers that account for 53%) of the trade accounts receivable balance as October 31, 2022.

### (b) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. Cash flow from operations provides a substantial portion of the Association's cash requirements.

### (c) Market risk

The Association is exposed to fluctuations in the market price of its investments. This risk is managed by the Association's investment policies which prescribe limitations regarding the type of investments.

### (d) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. The Association is exposed to interest rate risk primarily through its guaranteed investment certificates and the amount of interest earned on term deposits.

### (e) Cash management

When the Association receives a cash inflow from operations, the funds are deposited in an interest-bearing savings account. As funds are required for operational purposes, they are transferred from the savings account to an operating bank account. Provided the Association maintains a minimum balance in the savings account of at least \$125,000, it incurs reduced bank fees associated with its banking services.

## Notes to Financial Statements

YEAR ENDED OCTOBER 31, 2022

### 14. TAILS OF HELP

Tails of Help was incorporated on March 25, 2013, as a charitable foundation aiming to provide funding for veterinary treatment and education to individuals with low income or with qualified financial need. The Association holds 100 of the 300 shares issued at a nominal value.

During the year, the Association has earned \$6,000 (2021 - \$6,000) for providing

administrative support services to Tails of Help. As at October 31, 2022, included in trade accounts receivable was \$559 (2021 - \$518) due from Tails of Help.

The transactions with related parties are measured at cost, which is equal to the undiscounted cash flows received, or expected to be received, not including expected interest and dividends, less any previously recognized impairment losses.

### 15. COMPARATIVE FIGURES

Some of the comparative figures have been reclassified to conform to the current year's presentation.

## Program Activity SCHEDULE 1

YEAR ENDED OCTOBER 31, 2022

	Radiation Protection Program		John Waters Workshop		Total 2022		Total 2021	
Opening deferred revenue	\$	28,876	\$	12,915	\$	41,791	\$	175,871
Add: Program funding received		50,559		4,663		55,222		53,856
Less: Revenue recognized		(50,559)		(9,327)		(59,886)		(187,936)
<b>Ending deferred revenue</b>	\$	28,876	\$	8,251	\$	37,127	\$	41,791
<b>Expenses</b>	\$	47,728	\$	4,663	\$	52,391	\$	214,840

# Non-Restricted Revenues and Expenditures SCHEDULE 2

YEAR ENDED OCTOBER 31, 2022

	2022 Performance	2022 Budget (Unaudited)	Performance as % of Budget	2023 Budget (Unaudited)
<b>REVENUE</b>				
Registration	\$ 4,014,745	\$ 3,732,114	107.57%	\$ 4,433,473
CanWest	715,689	557,900	128.28%	726,000
Communication	333,296	317,000	105.14%	338,000
Practice inspection	244,137	227,450	107.34%	278,000
Discipline and complaints program	115,893	200,000	57.95%	125,000
Investment interest	74,467	42,000	177.30%	57,500
Professional wellness	25,316	(5,000)	0.00%	-
<b>TOTAL REVENUE</b>	<b>\$ 5,523,544</b>	<b>\$ 5,071,464</b>	<b>108.91%</b>	<b>\$ 5,957,973</b>
<b>EXPENSES</b>				
Administration	\$ 3,149,896	\$ 2,676,064	117.71%	\$ 3,170,755
CanWest	675,124	530,600	127.24%	675,000
Governance	542,820	632,000	85.89%	604,000
Discipline and complaints program	415,770	565,250	73.55%	365,000
Communications	321,453	281,080	114.36%	295,055
Practice inspection	251,840	231,130	108.96%	286,378
Public Awareness Campaign	227,207	-	0.00%	150,000
Professional wellness	68,613	55,250	124.19%	62,500
Triplicate prescription program	34,000	35,000	97.14%	35,000
Continuing Education	5,950	-	0.00%	-
<b>TOTAL EXPENSES</b>	<b>\$ 5,692,672</b>	<b>\$ 5,006,374</b>	<b>113.71%</b>	<b>\$ 5,643,688</b>

## Schedule of CanWest Conference Revenues and Expenses SCHEDULE 3

YEAR ENDED OCTOBER 31, 2022

	2022	2021
<b>REVENUE</b>		
Registration	\$ 395,829	\$ 81,907
Sponsorships - booths	222,395	34,690
Sponsorships - other	97,466	44,706
	<b>\$ 715,689</b>	<b>\$ 161,302</b>
<b>EXPENSES</b>		
Food and Beverage	\$ 339,410	\$ 452
Administration	75,121	121,401
Meeting Rooms	69,605	-
Speakers	67,180	38,847
Audio and visual	52,699	-
Promotions and printing	50,488	7,345
Entertainment	11,300	4,000
Staff	9,361	411
	<b>\$ 675,124</b>	<b>\$ 172,457</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<b>\$ 40,566</b>	<b>\$ (11,155)</b>





## Canadian Veterinary Oath

As a member of the veterinary medical profession, I solemnly swear that I will use my scientific knowledge and skills for the benefit of society. I will strive to promote animal health and welfare, prevent and relieve animal suffering, protect the health of the public and environment, and advance comparative medical knowledge. I will perform my professional duties conscientiously, with dignity, and in keeping with the principles of veterinary medical ethics. I will strive continuously to improve my professional knowledge and competence and to maintain the highest professional and ethical standards for myself and the profession.

### Alberta Veterinary Medical Association

Building #3, Elm Business Park  
Suite 104, 9452 – 51 Ave NW  
Edmonton, AB T6E 5A6

Phone: 780-489-5007  
Toll-Free: 1-800-404-2862  
Fax: 780-484-8311

[www.abvma.ca](http://www.abvma.ca)  
[www.albertaanimalhealthsource.ca](http://www.albertaanimalhealthsource.ca)

## Connect with Us

-  [@ABVMA](https://twitter.com/ABVMA)
-  [facebook.com/abvma](https://facebook.com/abvma)
-  [@abvma\\_official](https://instagram.com/abvma_official)
-  [Alberta Veterinary Medical Association](https://Alberta Veterinary Medical Association)
-  [youtube.com/user/ABVMA](https://youtube.com/user/ABVMA)



## Healthy animals and people in a healthy environment